

Review of compliance

Primley Housing Association Limited Primley House

Region:	South West
Location address:	Totnes Road Paignton Devon TQ3 3SB
Type of service:	Care home service without nursing
Date of Publication:	September 2011
Overview of the service:	Primley House provides care for up to thirty-nine adults. It is a detached house set in its own well-maintained grounds.

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Primley House was meeting all the essential standards of quality and safety but, to maintain this, we have suggested that some improvements are made.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 26 May 2011, checked the provider's records, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

All of the people that we spoke with were happy with their care at Primley House. One person described the home as "the best".

Some people told us they were able to manage the majority of their healthcare needs independently, whilst others said they asked staff for support. People said that they felt their care was coordinated well and explained that should they need any further support or care, this was arranged by staff, which then followed the guidance and advice given by the healthcare professionals.

People we spoke with said they felt they could voice their opinions on how the care home was run.

People said they enjoyed the activity in and out of the home. Others said they made their own entertainment or preferred to stay in their room and liked that they could choose what to do.

All of the people we spoke with said the food was good.

People said they felt safe at the home.

People told us they receive their medication on time.

People told us they thought there were enough staff and described them as "really kind" and "very good". There were no negative comments about staff or management. Friendly chats and laughter was shared throughout the day between staff and people living in the home.

What we found about the standards we reviewed and how well Primley House was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

People are treated with respect, involved in discussions about their care and treatment, and can influence how the service is run.

Overall, we found that Primley House was meeting this essential standard.

Outcome 02: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

People have opportunities to make choices and have a say in the running of the home.

Overall, we found that Primley House was meeting this essential standard.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

People are happy with the support they receive and they get safe and appropriate care that meets their individual needs

Overall, we found that Primley House was meeting this essential standard.

Outcome 05: Food and drink should meet people's individual dietary needs

People receive well balanced and home cooked meals.

Overall, we found that Primley House was meeting this essential standard.

Outcome 06: People should get safe and coordinated care when they move between different services

People living at the home feel safe and well cared for by well trained staff.

Overall, we found that Primley House was meeting this essential standard.

Outcome 07: People should be protected from abuse and staff should respect their human rights

People living at the home feel safe and well cared for by well trained staff.

Overall, we found that Primley House was meeting this essential standard.

Outcome 08: People should be cared for in a clean environment and protected from the risk of infection

The provider states compliance in this outcome; the home is clean and tidy.

People are aware of how and to whom to complain. They feel confident that their concerns are listened to

Outcome 09: People should be given the medicines they need when they need them, and in a safe way

People's medicines are handled safely, securely and appropriately.

Overall, we found that Primley House was meeting this essential standard.

Outcome 10: People should be cared for in safe and accessible surroundings that support their health and welfare

Primley House provides a comfortable environment for people to live and work in.

Overall, we found that Primley House was meeting this essential standard.

Outcome 11: People should be safe from harm from unsafe or unsuitable equipment

People can be confident that equipment in the home is well maintained, safe and suitable.

Overall, we found that Primley House was meeting this essential standard.

Outcome 12: People should be cared for by staff who are properly qualified and able to do their job

People are cared for by caring, suitable and competent staff.

Overall, we found that Primley House was meeting this essential standard.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

Enough staff are employed to meet people's current health and welfare needs safely and consistently.

Overall, we found that Primley House was meeting this essential standard.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

Staff working at the home are monitored and supervised by the manager. The daily routine has both structure and flexibility.

Overall, we found that Primley House was meeting this essential standard.

Outcome 17: People should have their complaints listened to and acted on properly

People are aware of how and to whom to complain. They feel confident that their concerns are listened to.

People are aware of how and to whom to complain. They feel confident that their concerns are listened to.

Outcome 21: People's personal records, including medical records, should be accurate and kept safe and confidential

Records are well managed at Primley House and people have access to read and be involved in their records. One area involving residents monies needs improvement.

Overall, we found that Primley House was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

Actions we have asked the service to take

We have asked the provider to send us a report within 28 days of them receiving this report, setting out the action they will take to improve. We will check to make sure that the improvements have been made.

Where we have concerns we have a range of enforcement powers we can use to protect the safety and welfare of people who use this service. Any regulatory decision that CQC takes is open to challenge by a registered person through a variety of internal and external appeal processes. We will publish a further report on any action we have taken.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

We spoke to several people living at the home and looked at the ways people are enabled to have a say in the way the home is run.

There are regular residents meetings held where people told us they can have a say in the operation of the home. These meetings are minuted.

People are encouraged to continue previous links to the local community and photographs were available to show recent activities undertaken.

The home has a formal and respectful feel which people living there enjoy. Most people are referred to by their title and surname by choice, and some of the people manage their own care needs with occasional support from staff for example with bathing. People are encouraged to retain their independence for as long as possible.

Other evidence

Information is communicated well to people living at the home, including notice boards, residents' meetings and individual discussions.

The organisation has policies on respecting equality and diversity issues in the services

they provide.

Our judgement

People are treated with respect, involved in discussions about their care and treatment, and can influence how the service is run.

Overall, we found that Primley House was meeting this essential standard.

Outcome 02: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

- * Where they are able, give valid consent to the examination, care, treatment and support they receive.
- * Understand and know how to change any decisions about examination, care, treatment and support that has been previously agreed.
- * Can be confident that their human rights are respected and taken into account.

What we found

Our judgement

The provider is compliant with Outcome 02: Consent to care and treatment

Our findings

What people who use the service experienced and told us

People said they were able to choose when they see their GP or dentist and that the home helped arrange these appointments. They said they felt free to make their own decisions but that the home helped when needed.

Other evidence

During our visit we looked at the ways in which decision-making is supported and issues of concern or capacity are resolved. As an example we saw that a few people have been assessed as being able to manage their own medication safely, and currently do so fully.

The majority of individuals living at home have the capacity to make decisions for themselves or with the support of a person of their choice. For some people where their capacity might be slightly impaired at times, staff might have to make some decisions on their behalf, for example what clothing to wear.

We saw people being offered choices whilst we were at the home, and we also saw people telling staff of decisions they had made regarding their activities that day. Where care was being delivered we saw staff telling the person what was going on and what was going to happen.

Our judgement

People have opportunities to make choices and have a say in the running of the home.

Overall, we found that Primley House was meeting this essential standard.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

People we spoke with said they felt safe and supported at the home.

We were told that people are welcome to visit the home before they decide to move in permanently and are given written information to help them decide whether it is the right place for them to be.

We spoke with people living in the home individually in private. People told us that there were very nice staff who worked hard and always helped them when needed.

One person said, " It really is lovely here, I can only praise them".

Other evidence

Each person living at the service has a plan of care which identifies their needs and how they are to be met. The plans that we saw had been updated recently.

People in the home have access to community healthcare staff including their GP, district nurse, social worker, optician, dentist and NHS services.

We spoke to the district nurse during our visit she told us the home communicates well with the district nursing service, she said the home was "really good".

Our judgement

People are happy with the support they receive and they get safe and appropriate care that meets their individual needs

Overall, we found that Primley House was meeting this essential standard.

Outcome 05: Meeting nutritional needs

What the outcome says

This is what people who use services should expect.

People who use services:

* Are supported to have adequate nutrition and hydration.

What we found

Our judgement

The provider is compliant with Outcome 05: Meeting nutritional needs

Our findings

What people who use the service experienced and told us

The people that we spoke to told us that the food at the home was very good. The meals we saw being served were of an excellent quality, with a choice available for each meal. Lunch on the day we visited was sausages in gravy, yorkshire pudding, cabbage, potatoes and swede and for pudding there was treacle sponge. Everyone we spoke with said they had enjoyed their meal.

People told us that they are given a choice, and the menu for that day is displayed on a board in the hallway. Meals are freshly prepared in the home using fresh fruit and vegetables, which are locally sourced.

All of the people we spoke with said the food is "very nice", "lovely" and "more than adequate". People are able to eat in the dining room or the privacy of their own room as they chose. There is fresh coffee and juice available at any time.

Other evidence

The care plans contain nutritional assessments and a screening tool, to enable staff to judge if people are at risk of malnutrition.

The Provider Compliance Assessment told us that residents weights are monitored monthly and if any concerns are found then a specialist nutritionist or dietitian is contacted.

Special diets are catered for including soft and pureed diets and fortified drinks.

Our judgement

People receive well balanced and home cooked meals.

Overall, we found that Primley House was meeting this essential standard.

Outcome 06: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

* Receive safe and coordinated care, treatment and support where more than one provider is involved, or they are moved between services.

What we found

Our judgement

The provider is compliant with Outcome 06: Cooperating with other providers

Our findings

What people who use the service experienced and told us

We asked some people if other health care professionals based in the community come into the home to see them to help with their care. People we spoke with knew why other professionals called to see them, understanding that this was part of joint working with staff at the home to provide the care and support that they needed.

Other evidence

We saw on our visit that information from visiting community healthcare professionals such as district nurses and general practitioners is written in the home's care plans. This should help to ensure that all of the people involved in an individual's care understand the activity that is taking place with other agencies, and know who to contact to query any activity.

In an emergency, such as sudden admission to hospital, information from the individual's personal file is sent with them to the hospital either with staff or in the care of the ambulance staff. This would include copies of medication charts and basic contact information for the person's relatives as well as a contact at the home.

Our judgement

People living at the home feel safe and well cared for by well trained staff.

Overall, we found that Primley House was meeting this essential standard.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

People living at the home who we spoke to told us they trusted the staff to look after them well.

Other evidence

We spoke with some staff that work at the home and asked them what they would do if they believed a person was being mistreated by other staff at the home. We found staff had good knowledge of local safeguarding protocols and that staff knew what signs and symptoms may indicate that a person was suffering from abuse.

Staff we spoke to confirmed that they had participated in safeguarding refresher training during 2010. Most staff at the home have received training in safeguarding, which includes identifying abuse and knowing what to do to raise concerns about anything they have seen at the home.

Our judgement

People living at the home feel safe and well cared for by well trained staff.

Overall, we found that Primley House was meeting this essential standard.

Outcome 08: Cleanliness and infection control

What the outcome says

Providers of services comply with the requirements of regulation 12, with regard to the Code of Practice for health and adult social care on the prevention and control of infections and related guidance.

What we found

Our judgement

The provider is compliant with Outcome 08: Cleanliness and infection control

Our findings

What people who use the service experienced and told us

When we looked around the home, all of the areas that we saw were clean and comfortable. Clinical, toilet and bathing areas were cleaned regularly and the service areas such as the laundry were free from a build up of materials.

The home was odour free. People told us the home was kept clean.

Other evidence

We looked at laundry facilities in the home. We saw that there is a dedicated laundry with commercial capacity load machines. One person works in the laundry every day and is responsible for the laundering of people's clothes. She said she had had training in infection control and was aware of the risks.

Red bags are used for heavily soiled clothing and the routine within the laundry promotes a dirty to clean environment to minimise any cross infection. Sheets are laundered by an outside company on a weekly basis; we were told there is always an ample supply of bed linen available.

Gloves and aprons were seen being worn by staff and were in good supply. Staff were seen washing their hands and hand gel was available throughout the home.

Our judgement

The provider states compliance in this outcome; the home is clean and tidy.

People are aware of how and to whom to complain. They feel confident that their concerns are listened to

Outcome 09: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

- * Will have their medicines at the times they need them, and in a safe way.
- * Wherever possible will have information about the medicine being prescribed made available to them or others acting on their behalf.

What we found

Our judgement

The provider is compliant with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

People we spoke to told us they received the medication they needed. One person told us "I get my tablets on time, I have never had a problem".

We were told people that choose to self mediate are risk assessed and that this is kept under review. First aid equipment and dressings were available.

We looked at the ways in which medication is stored and used at the home. Medication is being stored safely in locked cupboards and a trolley and keys are kept by the person in charge. Staff who deal with the medication have been trained to do so.

Other evidence

The Provider Compliance Assessment states that within people's care diaries there is information about changes to medication. Also within the MAR sheets information is held to say if people are self medicating. GPs are contacted if a person's medication needs to be reviewed. The home uses Mayfield Pharmacy with the Normad concise system which provides a safe, secure and efficient system for the administration of medication. The pharmacy is open at weekends and is able to obtain prescriptions out of hours if a person has been prescribed any medication due to illness, instead of waiting until Monday. They also offer training for staff and group discussion with residents.

Our judgement

People's medicines are handled safely, securely and appropriately.

Overall, we found that Primley House was meeting this essential standard.

Outcome 10: Safety and suitability of premises

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

* Are in safe, accessible surroundings that promote their wellbeing.

What we found

Our judgement

The provider is compliant with Outcome 10: Safety and suitability of premises

Our findings

What people who use the service experienced and told us

We asked people if their rooms were comfortable and people told us that they were. We saw that people had personalised their rooms by bring in favourite pieces of furniture and mementos from home.

Other evidence

The Provider Compliers assessment states that they make sure that residents live in a safe, well maintained and comfortable environment which is designed for the benefit of both residents and staff so that they are able to maintain a good safe quality of life. All communal areas are warm, clean and well ventilated. There is a Health and Safety committee which is formed with management, staff and a resident representative. They will hold meetings periodically to discuss issues. All our policies have been up dated these files are available to read within the office. The home encourages residents to have visitors of any disability, race or gender and the premises are accessible. Annual contracted services are in force to continue to maintain Health and Safety issues with PAT testing, hoists, stand aids etc. Fire training is undertaken by all staff on a regular basis.

Our judgement

Primley House provides a comfortable environment for people to live and work in.

Overall, we found that Primley House was meeting this essential standard.

Outcome 11: Safety, availability and suitability of equipment

What the outcome says

This is what people should expect.

People who use services and people who work in or visit the premises:

- * Are not at risk of harm from unsafe or unsuitable equipment (medical and non-medical equipment, furnishings or fittings).
- * Benefit from equipment that is comfortable and meets their needs.

What we found

Our judgement

The provider is compliant with Outcome 11: Safety, availability and suitability of equipment

Our findings

What people who use the service experienced and told us

We walked around the care home and looked at most parts of it including all the communal rooms and some of the bedrooms. All the equipment we saw was clean and hygienic.

Other evidence

The maintenance records and risk assessments we saw showed that the equipment in use was well maintained and serviced through professional contracts.

We saw records that showed us staff have received training in moving and handling, a member of staff spoke to us about a hoist and how the specialist slings were used.

The equipment we saw was being cleaned regularly

Our judgement

People can be confident that equipment in the home is well maintained, safe and suitable.

Overall, we found that Primley House was meeting this essential standard.

Outcome 12: Requirements relating to workers

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by staff who are fit, appropriately qualified and are physically and mentally able to do their job.

What we found

Our judgement

The provider is compliant with Outcome 12: Requirements relating to workers

Our findings

What people who use the service experienced and told us

People we spoke to at the home told us that they liked the staff who worked with them and trusted them to look after them. One told us "They are lovely, like my family to me".

We observed staff working with people, supporting them with their mobility and general care. Staff supported people well, and the interactions we saw showed people were treated with respect and courtesy.

Other evidence

People described staff as "lovely" and "kind". There were no negative comments about any of the staff. Friendly conversation and laughter was shared throughout the morning between staff and people living in the home.

New staff have been employed since the last visit. Effective recruitment checks are carried out to show staff are suitable to work with vulnerable people. The providers make sure staff are physically fit to work and have the right skills and qualifications to care for older people.

Our judgement

People are cared for by caring, suitable and competent staff.

Overall, we found that Primley House was meeting this essential standard.

Outcome 13: Staffing

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

People told us they thought there were enough staff on duty. They said they did not wait long if they needed assistance.

Other evidence

The provider compliance assessment told us that staffing levels are regularly assessed against residents' needs and dependency levels. Staff rotas are kept to show how many members of staff are in daily. This rota shows that domestic staff, catering staff and care staff are present in the home very day. Extra staff are employed at busy times when residents are getting up and going to bed. On going training is supplied for all staff as well as mandatory training. NVQs are provided and staff are encouraged to enrol. Supervisions are followed through with annual appraisals.

Our judgement

Enough staff are employed to meet people's current health and welfare needs safely and consistently.

Overall, we found that Primley House was meeting this essential standard.

Outcome 14: Supporting staff

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting staff

Our findings

What people who use the service experienced and told us

We looked at the ways that staff who work at the home are trained and supported. Staff we spoke to confirmed they had undertaken training for their role which had been updated recently in some areas. They also told us they worked well as a team.

The people we spoke to told us that the staff had the skills they need to look after them.

Other evidence

The Provider Compliance Assessment told us that all new staff are provided with an employee handbook and all the policies they need to read and be aware of to do their job properly. All staff has induction training followed by further ongoing training to ensure they have the appropriate skills to meet the residents' needs.

Our judgement

Staff working at the home are monitored and supervised by the manager. The daily routine has both structure and flexibility.

Overall, we found that Primley House was meeting this essential standard.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

- * Are sure that their comments and complaints are listened to and acted on effectively.
- * Know that they will not be discriminated against for making a complaint.

What we found

Our judgement

The provider is compliant with Outcome 17: Complaints

Our findings

What people who use the service experienced and told us

People we spoke to were aware of the complaint procedure and knew who they would talk to if they had any concerns or worries about the home or the care they were receiving. They also told us they felt able to do so.

Other evidence

The Provider Compliance Assessment states that the complaints procedure is situated and available for all to see. The residents also have this information within their handbooks; this is offered in large print for residents with limited eye sight. This information is also within the Statement of Purpose. All complaints will be taken seriously and dealt with as quickly as possible. They endeavour to continue to maintain a low complaints record and ensure that residents are happy and well. Residents are reminded at meetings about procedures if any problems arise to always ask. Residents have the understanding that complaints are given to the Manager to assess or if unavailable Assistant Manager or they can contact the Committee also the CQC can be contacted or information forwarded to them. They are always supported to ensure any complaint is taken serious and acted on. All complaints are logged within the complaints book.

Our judgement

People are aware of how and to whom to complain. They feel confident that their concerns are listened to.

People are aware of how and to whom to complain. They feel confident that their

concerns are listened to.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

* Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.

* Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

There are minor concerns with Outcome 21: Records

Our findings

What people who use the service experienced and told us

People we spoke with were aware that staff kept records about them in the home. Most people said that they knew that they could view them on request.

Other evidence

The Provider Compliance assessment states that residents care plans are up dated on a monthly basis this ensures that the residents needs are continued to be assessed therefore reflecting their needs. All records are stored securely.

Some residents have monies which the home looks after for them; we checked several and we found two to be incorrect. Procedures should be put in place where by two people check the balance and confirm the record is correct.

Our judgement

Records are well managed at Primley House and people have access to read and be involved in their records. One area involving residents monies needs improvement.

Overall, we found that Primley House was meeting this essential standard but, to maintain this, we suggested that some improvements were made.

Action we have asked the provider to take

Improvement actions

The table below shows where improvements should be made so that the service provider **maintains** compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	Regulation 20 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 21: Records
	Why we have concerns: Residents monies should be checked and balanced; records should confirm the correct amount kept.	

The provider must send CQC a report about how they are going to maintain compliance with these essential standards.

This report is requested under regulation 10(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010.

The provider's report should be sent within 28 days of this report being received.

CQC should be informed in writing when these improvement actions are complete.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, we ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

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