

Review of compliance

Intercare Orthopaedic Services Ltd

Heathfield Care Home

Region:	South East
Location address:	Main Road West Wittering Nr Chichester West Sussex PO20 8QA
Type of service:	Care home service without nursing Intercare Orthopaedic Services Ltd has been registered for the following regulated activity at Heathfield Care Home. Accommodation for persons requiring nursing or personal care.
Date the review was completed:	29/11/2010
Overview of the service:	Heathfield Care Home is owned and managed by Intercare Orthopaedic Services Ltd. The home can accommodate up to twenty one older people who require personal care. The provider is not registered to provide nursing care. The

	<p>establishment is a detached property set in its own attractive grounds. Situated six miles from Chichester and two miles from West Wittering village.</p> <p>Following the implementation of the Health and Social Care Act 2008, all providers of care homes had to apply for registration under the new legislation. As part of the transitional registration arrangements no compliance conditions were added to the registration.</p>
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that Heathfield was meeting all the essential standards of quality and safety we reviewed.

The summary below describes why we carried out the 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 29th November 2010, observed how people were being cared for, talked to people who use services, talked to staff, checked the provider's records, and looked at records of people who use services.

What people told us

We were able to speak with seven people who live at the home, when we visited. They told us that they like living at the home and that the staff were good and kind. The senior staff are easy to talk to and one person told us that the new staff are getting better with their English although it was not a problem in telling them what they want help with. They like the new lounge and the way in which the dining room has been laid out. Two people particularly like having wine with their lunch. We observed an activity session in which past events and the news of the day were read out and then discussed. We saw that the member of staff included all people in the discussion by moving seats as needed. There was laughter and joking and as time passed more people came and joined in. One person told us that they wanted to stay but they had a visitor. People told us that there are lots of outside activities such as visiting a garden centre and going on the Chichester canal.

Staff told us that they receive regular training, are supported by the management of the home and that they can speak with senior staff about any concerns they have about the running of the home.

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

Outcome 1: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

Heathfield ensures that people are treated with respect and it ensures people using the service are able to express their views about the care they receive and those views are taken into account in the way the service is provided.

- Overall, we found that Heathfield was meeting this essential standard.

Outcome 2: Before people are given any examination, care, treatment or support, they should be asked if they agree to it

Heathfield ensures that people who use the service give consent to the care and support they receive where they are able and people's rights are upheld.

- Overall, we found that Heathfield was meeting this essential standard.

Outcome 4: People should get safe and appropriate care that meets their needs and supports their rights

Heathfield ensures that people receive effective care that is safe and meets their needs.

- Overall, we found that Heathfield was meeting this essential standard.

Outcome 5: Food and drink should meet people's individual dietary needs

Heathfield ensures that people who use the service are supported to have adequate nutrition and hydration.

- Overall, we found that Heathfield was meeting this essential standard.

Outcome 6: People should get safe and coordinated care when they move between different services

Heathfield ensures that people receive the care and treatment they need from other health and social care services.

- Overall, we found that Heathfield was meeting this essential standard.

Outcome 7: People should be protected from abuse and staff should respect their human rights

Heathfield ensures that action is taken to protect people from abuse and upholds their human rights.

- Overall, we found that Heathfield was meeting this essential standard.

Outcome 8: People should be cared for in a clean environment and protected from the risk of infection

Heathfield ensures that people are cared for in a clean and safe environment and takes action if and when needed to protect them from risk of infection.

- Overall, we found that Heathfield was meeting this essential standard.

Outcome 9: People should be given the medicines they need when they need them, and in a safe way

Heathfield ensures that people are supported to take the medicines they have been prescribed at the times they need them and in a safe way.

- Overall, we found that Heathfield was meeting this essential standard.

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

Heathfield is maintained to provide a safe and accessible environment that meets people's needs.

- Overall, we found that Heathfield was meeting this essential standard.

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

Heathfield ensures that people using the service benefit from the availability of equipment they need that is safe and well maintained.

- Overall, we found that Heathfield was meeting this essential standard.

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

Heathfield ensures staff working in the home are thoroughly checked and have the skills to meet people's needs.

- Overall, we found that Heathfield 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

Heathfield ensures there are sufficient staff working at any one time to meet people's needs.

- Overall, we found that Heathfield was meeting this essential standard.

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

Heathfield ensures people using the service have their needs met by a staff team that is competent, properly trained and supervised.

- Overall, we found that Heathfield was meeting this essential standard.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Heathfield ensures that the systems they have to manage risks assure the health welfare and safety of people who use the service.

- Overall, we found that Heathfield was meeting this essential standard.

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

Heathfield has an effective complaints procedure that people who use the service are aware of and have confidence in.

- Overall, we found that Heathfield was meeting this essential standard.

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

Heathfield ensures that personal records are accurate and securely stored.

- Overall, we found that Heathfield was meeting this essential standard.

Action we have asked the service to take

We found that the provider of Heathfield Care Home to be compliant with all 16 of the essential standards of quality and safety. The provider is committed to ensuring the needs of those living in the home are met in line with ongoing assessment and care planning. Care plans are kept under review and staff are encouraged to report any changes which may prompt a review of the care needed. There has been some concern expressed about how easy it is to understand staff for whom English is not their first language but this has improved.

Action is taken to make the home as homely as possible and those living in the home particularly like the redecoration of the dining room and the wine served with the main meal. Activities are planned and people are encouraged to take an active part and those living there are complimentary of many of the activities on offer.

There is an emphasis on staff training and development with staff understanding that this will improve the service they provide along with their interactions with the people living in the home.

The manager is working towards continuous improvement within the home and ensures that such improvements are based on the feedback from people living there; their carers and other interested parties. Positive relationships have been developed with other agencies such a local health services and social services which results in a timely response when help or support is requested.

We are not requiring the registered provider to take any action from this compliance review.

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 1: 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 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us
As part of our review we visited Heathfield and spoke with seven people who live there. They told us that they are involved in what happens at the home and are given choice and asked their opinion. People said that they felt listened to and valued. One person told us about the home's newsletter which people who live at the home can contribute to, also the daily 'Sparkle' which gives information on events of the day currently and in the past.

Other evidence
We also observed staff interacting with people who use the service. We spoke with staff and they told us that they had had training recently in communication with older people and that they were able to listen and enable people using the service to make decisions and choice. The provider told us that training had been given to staff to assist them in their interactions.

Our judgement

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 2: 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 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us
People we spoke with told us that they could ask to see a doctor and they were asked if they needed support. Sometimes this did not happen but they thought this was because the staff knew them well. During the visit we observed staff seeking consent from people who use the service before intervening to provide care to them.

Other evidence
The provider told us in its compliance assessment, how people who live in the home and or their representative are involved in how care is delivered and in decision making when changes were needed, to ensure that care and support meets individual needs.
Staff when interviewed said that it was 'all about the people', and that they saw the benefit and need to ask individuals what they need and to seek consent. The manager gave an example of an individual whose care needs could no longer be met by the home, how the individual and their representatives were involved and how over a period of time the person was introduced to another care service enabling them to make an informed choice about their care provision.

Our judgement

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome. However, staff should take care not to assume they know how individuals want to be supported and remember to ask.

Outcome 4: 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 4: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us
The people we spoke with said that they felt cared for, they liked living at the home, there were things to do, lots of food and nice staff. Not all could recall their care plan but said they were asked what help they needed. Others said that they had been asked to read and sign a plan of care, one person told us that their daughter deals with 'such things'.

Other evidence
The provider told us in its compliance assessment that care plans are in place and reviewed regularly and as needed. The individual, their representative and staff are involved in the initial planning of care and reviews. Staff told us that they are aware of the care plans, and that they are able to raise concerns when they feel that a review of care is needed, staff and other health care support professionals are also involved in the reviews.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 5: 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 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us
The people we spoke with said they liked the new layout of the dining room, the food was nice, there was always enough and that they had a choice. We observed people being given a choice of drinks mid morning and staff responding to requests promptly.

Other evidence
We saw one person having a late breakfast and they also had a nutritional drink, we saw that another person also had a nutritional drink beside their chair. We spoke with the manager who said that the nutritional assessment had shown these two individuals were at risk and the GP had prescribed the supplements. We spoke with the cook who said that there had been changes recently with the menu, there was a choice of two meals at lunch time and people were offered a glass of wine. The manager hopes the changes to the bistro style dinning will be completed in the new year.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 6: 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 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us
People who use the service told us that the district nurse and doctor comes in to see them when necessary.

Other evidence
The record of a recent safeguarding meeting demonstrated that the provider was working effectively with the social services to ensure people using the service are safe.
Staff spoken with during the visit reported that there was a good relationship with others for example the district nursing team and social services and requests for support were responded to promptly. Staff told us that they knew what action they should take regarding wound and pressure area care. This included action they could take whilst waiting for a district nurse to attend and how and when to contact support from the nursing team.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 7: 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 7: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us
People told us they feel safe and happy at the home.

Other evidence
In the compliance assessment the provider confirmed that procedures are in place to protect people who use the service from abuse or the risk of abuse. We spoke with staff during the visit about safeguarding and they told us that they had had training recently and they told us what they would do to keep people safe in the event of seeing abusive behaviours.
Records of a recent safeguarding meeting demonstrated that the provider was participating in the process and taking action to minimise the risks to people who use the service.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 8: 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 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us
People are happy with the home. They told us that the cleaner works hard and nothing is ever too much trouble. One person is assisted to wash and dry intimate garments in their own room.

Other evidence
We spoke with staff who told us that whilst the home is not at capacity there is enough time to keep the home clean, extra hours may be needed when the home is full. The staff feel able to speak with the manager about concerns. The provider reported to us in its compliance assessment that they have infection control procedures in place in the home and that cleanliness standards are monitored to ensure they are being maintained. The provider reported that there were hand washing facilities in all bathrooms. All areas of the home we looked at appeared clean and with one exception there were no unpleasant odours. We saw that a section of ceiling had a protective cover on it. The manager told us that there were some issues with one bedroom that were being addressed and that a pipe had burst the week before our visit which was to be repaired. Staff we spoke with told us that they had completed infection control and health and safety training.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 9: 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 9: Management of medicines

Our findings

What people who use the service experienced and told us
People we spoke with said they could look after their own medication if they wanted to, one said that they preferred staff to do it as there was so much.

Other evidence
The provider’s compliance assessment demonstrated that there are policies in place for the safe administration of medication and that staff receive training in ordering, stock control and administering. Whilst at the home we saw a member of staff being observed in administering medication at lunch time. Although this individual was a qualified nurse in their own country they were happy to learn how to carry out medication at the home as the procedures were different. Staff told us that they had received training and support before administering medication on their own. Staff told us that a new procedure regarding homely remedies had been introduced earlier this year. We asked how this worked and staff were able to tell us the procedure and that there is a list of staff who can administer these medications.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

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
People we spoke with said that they liked the changes that have taken place at the home especially the new lounge which opens up into the garden. People like having their own bathroom and like their bedrooms where they can have their own things such as a television as well as being able to use the lounges.

Other evidence
We looked round some of the home as we were talking with people. The registration team have also been out to the home recently and have had discussions with the director about room sizes and use of some areas.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

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
People who use the service told us they had access to the equipment they needed. Examples people gave included walking frames and pressure relief cushions and wheelchairs. We observed that the equipment people were using was clean and in good condition.

Other evidence
There are systems in place to regularly check equipment, for example control devices for raising a chair.
Staff spoken with demonstrated a good understanding of the needs of people's needs and the use of the equipment and told us of the training they had received. This confirmed what the provider had told us in the compliance assessment about how equipment used in the home is regularly serviced and checked to ensure it is safe for use and that staff have been trained in the use of equipment in the home.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

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 that live at the home told us that staff are kind and helpful and seem to know what they are doing.

Other evidence
The provider reported to us in its compliance assessment that all staff who join the company undertake basic mandatory training. Continuing professional development is offered through the local college and care consortium. The recruitment and selection process is thorough with all staff having checks and references for safety. Staff we spoke with told us about their interview and what checks they knew had been carried out. They also gave examples of their induction of 'shadowing' other members of staff and the training they had had.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

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 who use the service told us there were enough staff working in the home. They told us there is always someone about to help them, they said that there were different staff to do different things such as activities and care.

Other evidence
During the visit we observed staff interacting with people who use the service. We saw staff responded quickly to requests for assistance and for additional drinks and snacks. Staff did not rush their interactions with people and had time to make conversation as well as meeting their immediate requirements. Staff spoken with told us they felt there were sufficient staff on duty at any one time, which enabled them to meet people's needs effectively. The provider reported that staffing levels are determined by the needs of people using the service and there is flexibility to be able to change staffing levels where needed.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 14: Supporting 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 competent staff.

What we found

Our judgement

The provider is compliant with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
People who use the service told us they thought staff knew how to do their job and they feel cared for.

Other evidence
During the visit we spoke with staff on duty who told us of the recent training opportunities they had had. None of the staff spoken with believed that there was any training that would not be available to them if it was needed. One member of staff spoken with who was new told us of their induction, including shadowing experienced staff members, being observed in tasks such as medication administration and formal training courses. The provider reported that there is a staff training programme in place and staff receive regular performance reviews.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

- Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us
People who use the service told us about meetings they have with the manager and a newsletter about the home.

Other evidence
The compliance assessment undertaken by the provider confirmed that information is obtained from different sources which helps to monitor the quality of the service. The service uses surveys which are given to people living at the home, their representatives, staff and health professionals. They also use information from comments and complaints, staff exit interviews, events and near misses. The information assists in moving the service forward for example the outside of the home being accessible to people and individuals being able to take part in gardening.
The manager had a provider compliance assessment in place and sent it to us promptly when requested. The manager told us that they use the document to assist in auditing the home against the outcome areas. The assessment contained a lot of information about the work that they do to meet people's needs, for example policies and procedures, reviewing of the care people receive. However, the assessment did not contain detailed information about how this resulted in good quality care for people who use the service, or any evidence from people who use

the service about the quality of the care they receive.

Our judgement

On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

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 who use the service told us that they felt they could talk to the staff and manager at the home if they were not happy about something. One person said they had spoken to the manager about an issue and that they had responded quickly.

Other evidence
The provider reported that there is a complaints procedure in place and that complaints are recorded and there are systems in place to summarise complaints to identify trends. During the visit we observed that details of the complaints procedures were on display in the home by the front door. The manager told us that they have an open door policy and relatives and representatives are able to speak with them at any time about areas of concern, helped they believed by also being visible around the home at meal times for example. They gave us an example where someone had spoken with them about the plates and condiments at mealtimes. The manager was then able to address the issue at the time.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

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

The provider is compliant with outcome 21: Records

Our findings

What people who use the service experienced and told us
People who use the service did not tell us anything specifically about their records. During the visit we saw no confidential personal information on display in the home and records were securely stored in an office.

Other evidence
Staff told us during the visit that information about people was always securely stored and they were not aware of any occasions when confidentiality had been breached.
The manager reported in their compliance assessment that there are systems in place to ensure that records are securely stored, kept up to date and disposed of when necessary.

Our judgement
On the basis of the evidence provided and the views of people using the service we found the service to be compliant with this outcome.

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 Adult 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

Document purpose	Review of compliance report
Author	Care Quality Commission
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