

Review of compliance

Brain Injury Rehabilitation Trust Redford Court	
Region:	North West
Location address:	7 Birt Close Toxteth Liverpool Merseyside L8 7SZ
Type of service:	Rehabilitation services Care home service without nursing
Date of Publication:	September 2011
Overview of the service:	Redford Court provides support and accommodation for people with acquired/traumatic brain injury. It is run by the Brain Injury Rehabilitation Trust and has been developed in partnership with Riverside Housing Association.

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

Our current overall judgement

Redford Court was not meeting one or more essential standards. Improvements are needed.

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 15 July 2011, observed how people were being cared for, looked at records of people who use services, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

During our visit to Redford Court we spoke in private with a number of the people who live there. We found that people were positive about the service they received and the support they got from the staff team.

People told us that they are supported to make decisions for themselves. For example one person told us, "It's great living here. Can do what you want. I decide what to do" and explained that staff offered encouragement but they "don't make you".

Everyone we spoke with confirmed that they were encouraged to express their views openly. They were of the opinion that these views were taken into account by staff in making decisions about the care and treatment they received. People told us that staff listened to their point of view and offered advice but wherever possible they were enabled to make their own decisions.

People told us that they were able to get involved in a number of activities during the day and that staff were available to support them through this. One person explained, "I am very pleased, one of the best places I have been. Plenty of opportunity to go out".

In discussions the people living at Redford Court told us that they got the support they needed and wanted with their personal and health care. One person told us, "Staff do everything. I am glad of the staff", another that, "Staff help you out, they look after you". They said they were confident staff knew what they were doing and used equipment safely and well. People also told us that they receive a number of therapies including occupational therapy, physiotherapy and hydrotherapy. In addition they got input from a number of other professionals including a speech and language therapist and a Neuro-

Psychologist. People also told us that they had no concerns or issues with the way their medication was managed.

We asked people if they felt Redford Court was a safe place to live and if they personally felt safe living there. Everyone we spoke with told us that they did feel safe with one person telling us, "Of course it's safe. They look after you". People also told us that staff responded to anyone becoming aggressive or upset calmly and gave advice if needed. People told us that this approach helped them to feel calmer and one person told us that the support they were getting to manage their anger was working well for them.

People told us that they had confidence in the staff team and received the support that they needed from them. Their comments included, "Staff are lovely for what they do for me" and "staff are all good".

We asked people if they felt staff knew how to do their job safely and well and they told us that in their view staff were competent. One person explained, "very good, best staff, all switched on" and another that "staff know what they are doing".

What we found about the standards we reviewed and how well Redford Court 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

The people living at Redford Court are confident their views are listened to and acted upon. They are involved in planning and directing the care and support they receive and their dignity and right to privacy is respected.

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

The people living at Redford Court receive the support they need to consent to decisions around their care and welfare.

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

The people living at Redford Court get the support they need and choose to maintain and improve their health and wellbeing.

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

The people living at Redford Court feel safe and protected. Systems are in place to identify and deal with any safeguarding incidences that occur.

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

People who use the service are generally safe but there are risks to their health and wellbeing. When we looked at medication records we saw that some areas were not

managed appropriately and these have the potential to put people at risk.

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

The people living at Redford Court are supported by a staff team in whom they have confidence. Staff have the skills and knowledge to support people safely and well.

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

Systems are in place at Redford Court to assess the quality of the service provided and to plan and implement improvements. However recording does not always accurately reflect the outcome of individuals discussions and issues raised.

Actions we have asked the service to take

We have asked the provider to send us a report within 14 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

During our visit we spoke with a number of people who live at Redford Court and asked their views about how the service involved them and kept them informed. We were also able to make general observations of peoples wellbeing as further evidence of people being included and involved.

The people who live at Redford Court told us that they are supported to make decisions for themselves. One person told us, "It's great living here. Can do what you want. I decide what to do" and explained that staff offered encouragement but they "don't make you". Another person we spoke with confirmed this, explaining that they made their own decisions and that staff offered advice but listened to their point of view.

Everyone we spoke with confirmed that they felt they were encouraged to express their views openly. They were of the opinion that these views were taken into account by staff in making decisions about the care and treatment they received.

People told us that they were able to get involved in a number of activities during the day and that staff were available to support them through this. Everybody we spoke with had a copy of their weekly and daily planners available so that they were always aware of what they had planned that day. For example we spoke with one person who described a busy schedule for the morning attending to various daily living activities

such as cleaning and shopping. They explained that this is then discussed with staff and reviewed. Another person told us about a visit to the baths for swimming and explained how this was an important part of making progress.

One person told us "staff are always available and they are very good". People expressed the view that they felt they were treated with respect and dignity. The level of physical support needed by the people living at Redford Court varies but can be high and many of the people we spoke with needed to use mobility aids such as wheelchairs and hoists. People told us that staff supported them well and were respectful in terms of any privacy and dignity issues. Two of the people we spoke with used a communication aid, they said that they felt safe in the home and that staff did listen to them.

People confirmed that their wishes were listened to. One person said that they feel very free in terms of coming and going from the home but staff are always on hand and will support them to become more independent.

Other evidence

The environment at Redford Court helps to promote people's privacy. We noted that each person had individual bedrooms with en-suite bathrooms. These rooms provided good space and were personalised well. Each bedroom has a door bell and we observed that staff used these and waited to be invited in.

Most of the discussions we had with people living at Redford Court were carried out in their own rooms to enable privacy and confidentiality but we also made observations of care practice in shared areas such as lounges and the dining room. We noted that staff were addressing and interacting with people respectfully.

Service user meetings were held each week with the people living at Redford Court. We looked at minutes from one of these meetings and noted that they covered a range of subjects including current and future activities and issues with the environment. These meetings provided a forum for people to discuss any general issues they had with the service and to help plan future improvements.

In addition to the service user meetings records showed that staff regularly met on a one to one basis with the people living at Redford Court to discuss the support they were getting. This helped to quickly identify and deal with any concerns or issues the person may have and provided a way for them to be as involved as possible in the service they receive.

Our judgement

The people living at Redford Court are confident their views are listened to and acted upon. They are involved in planning and directing the care and support they receive and their dignity and right to privacy is respected.

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

We spoke with a number of people who live at Redford Court and discussions referred to their views on being supported to consent to care and treatment. Generally they spoke positively about how staff included them and confirmed that staff asked for their consent to care and treatment as required. For example staff always discuss on a daily basis their daily and weekly planners and agreed various aims and objectives of the treatment programmes.

People told us that staff listened to their point of view and offered advice but wherever possible they were enabled to make their own decisions.

Other evidence

We looked at the care records for some of the people living at Redford Court. One person who had regular input from the speech therapist had a care plan that could be clearly followed and the person's input was clear from the reviews undertaken.

We were particularly interested to see how the service assessed and managed people's mental capacity as this has a bearing on how key decisions are made as well as decisions about daily life. We noted that prior to moving into Redford Court people had an assessment regarding their ability to consent to the move. There were also assessments made about consent for treatment plans. These had been reviewed on a regular basis by the Neuro-Psychologist.

We looked at the support provided for one person who had been referred for and was currently on a Deprivation of Liberty order [DOL] under the Mental Capacity Act 2005. This means that the person has certain interventions in place to restrict some activity[s]. This has been assessed as needed in the person's best interest as part of their overall care.

We saw the rationale for this in care notes and saw that the DOL had been reviewed on an ongoing basis. Staff spoken with understood how this worked and could explain the rationale. The clear record keeping, reviews and staff understanding help to ensure that people are not unduly deprived of their liberty and that any decisions regarding this are taken with input from outside professionals.

Other reviews were seen such as social worker reviews and placement reviews which also included the person concerned. This means that the person was aware of the planned care and could agree to it.

Our judgement

The people living at Redford Court receive the support they need to consent to decisions around their care and welfare.

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

The people living at Redford Court told us that they got the support they needed and wanted with their personal and health care. In discussions people confirmed that they could have a bath or shower whenever they wanted and that staff responded quickly to call bells and to requests for support with personal care. One person told us, "staff do everything. I am glad of the staff" another that, "Staff help you out, they look after you". They also explained that they used a variety of equipment to help with their mobility and physical needs and that they were confident staff used this safely and well.

People also told us that staff helped them to make health appointments, arranged support from other professionals and accompanied them if needed to health appointments. For example one person explained that they had regular physiotherapy and hydrotherapy sessions and another that they got support to manage their anger. Everyone living at Redford Court has a care file and people told us that they were aware of these files and that staff regularly discussed with them the care and support they received.

People also explained that they received support in other areas of their lives. This included support to remember what they had planned for the following days and support to get out and about. People explained that staff reminded them of daily tasks and that they had individual boards in their room detailing the things they had planned. This helped them to remember and plan their day. One of the people we spoke with expressed the view "I am very pleased, one of the best places I have been. Plenty of opportunity to go out".

Other evidence

In addition to senior staff and Rehabilitation Support Workers a number of other professionals are employed or sub-contracted to work at Redford Court and provide support to the people living there. This means that people can receive input and advice from Physiotherapists, Speech and Language therapists, Neuro Psychologist input and Occupational Health input. Discussions with staff and the people living there confirmed that any guidance provided by these professionals is incorporated into the persons care plan and carried out by staff. For example we noted that one person's care plan contained guidance about supporting them with correct positioning and a member of staff we spoke with was able to explain how they followed this guidance. We also observed that people had a variety of equipment available to them to support their mobility, health and communications. During our visit we observed that staff used this equipment safely and well.

Throughout the day we observed that staff spoke respectfully to people and spent time interacting with people on a social basis as well as meeting their personal care needs and took time to understand and respond to peoples' different communication styles. We looked at a sample of care plans for people and found that these contained clear guidance for staff to follow. Information and guidance was recorded about supporting the person with their health, personal care, daily living and orientation as well as managing their behaviour. The plans we looked at had been reviewed regularly. A new assessment and planning tool based on the Crisis Intervention Model has been introduced this helps to identify triggers for peoples behaviour and provides guidance for staff on helping to minimise incidences occurring. The process of introducing this tool for everyone living at Redford Court was almost completed.

Our judgement

The people living at Redford Court get the support they need and choose to maintain and improve their health and wellbeing.

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

We asked a number of the people living at Redford Court if they felt it was a safe place to live and if they personally felt safe living there. Everyone we spoke with told us that they felt safe. Their comments included, "Of course it's safe" and "they look after you".

We also asked people how staff supported them or others living there if they became upset or behaved in an aggressive manner. Everyone we spoke with told us that staff talked calmly to them, gave them advice and helped them to calm down, they also told us that this was how they observed staff supporting other people. Their comments included, staff "talk to me, I get calm" and "try to calm them down. Talk to you". One person explained that staff had provided them with support to manage their anger including one to one sessions. They explained, "It's improved my behaviour" and that staff gave them "good advice" to help them stay calm.

People told us that they would talk to staff if they had any concerns or complaints.

Other evidence

A number of potential safeguarding incidents have occurred within Redford Court in the past year. The majority of these have been issues which occurred between the people living there. Staff identify and report these to the appropriate authorities including ourselves and the Local Social Services Safeguarding team for investigation. Staff cooperate with other authorities in investigating these issues and in planning and implementing strategies to reduce future occurrences.

In discussions with staff they were clear about their role in reporting any safeguarding

adults' incidences that may arise. Staff had a clear understanding of the different types of abuse that can occur within care settings and their role in reporting this. Junior staff were also aware that they could report issues directly to outside agencies as well as to senior staff if they felt this was appropriate.

Staff were clear and consistent in their responses to how they supported people who became upset or annoyed. They told us that they followed care plan guidance for individuals. This could include the use of reward systems to support people and the use of orientation tools or boards to remind people of how their day was planned. Staff told us that they had training in supporting people by using de-escalation techniques and that they talked calmly with people to try and support them to deal with the issue upsetting them.

Training was provided for staff in understanding safeguarding adults' procedures and their role within this. A copy of the local authority's procedure was available within the home for staff to follow.

Our judgement

The people living at Redford Court feel safe and protected. Systems are in place to identify and deal with any safeguarding incidences that occur.

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

There are moderate concerns with Outcome 09: Management of medicines

Our findings

What people who use the service experienced and told us

The people living at Redford Court told us that they got the support they needed to look after their medication. One person explained, "staff give it on time every morning" and another that, staff "remind you about your tablets". People also told us that any changes were communicated and agreed.

None of the people we spoke with had any issues with the way their medication was managed.

Other evidence

We observed a staff member giving out medication and observed that this was carried out safely. We saw that they communicated well with people and took time to ensure the person's medications were delivered safely.

We observed that medication requiring storage in the fridge was stored appropriately. We also observed that some people had individual storage in their bedrooms. We looked at medication managed for one person in this way. We found the cabinet was securely locked, medication had been given in accordance with the medication chart and remaining stocks tallied with the amount given.

We looked at the medication records for three other people. These contained some anomalies that need reviewing. There was a handwritten entry for one medication. The staff told us that this had been prescribed by the GP the day previously and had been written on the medication chart [MAR] by hand while waiting for the updated printed

MAR chart from the supplying pharmacy. We were concerned however that the entry was not dated and signed. Two staff signatures are also recommended for handwritten entries to evidence thorough checking. This helps reduce any risk of error.

We also saw some people were prescribed PRN [give when necessary] medications. There was no indication on the record when these should be given. When we asked the staff member they were not clear either. For PRN medication to be given safely there needs to be consistency of administration. We discussed the need for PRN medications to be part of the care planning system as this will help ensure consistent management and review. [A PRN care plan could be placed in the medication record].

Our judgement

People who use the service are generally safe but there are risks to their health and wellbeing. When we looked at medication records we saw that some areas were not managed appropriately and these have the potential to put people at risk.

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

The people living at Redford Court told us that they liked the staff team and received the support that they needed from them. Their comments included, "Staff are lovely for what they do for me" and "staff are all good".

We asked people if they felt staff knew how to do their job safely and well and they told us that in their view staff were competent. One person explained, "very good, best staff, all switched on" and another that "staff know what they are doing".

Other evidence

Staff told us that they got the training they needed to support people safely and well. In discussions with staff it was clear that they had a good understanding of how to meet people's personal care needs and of the support they needed following their brain injury. Staff told us that they had received training in a number of areas including basic training such as fire, safeguarding adults' and infection control. They also told us they had training in understanding the effect of a brain injury and in supporting people whose behaviour can be challenging. One member of staff expressed the view that the training they received was, "very good".

We looked at a sample of records held in the home regarding training provided for staff. These confirmed that training is provided for staff in areas of health and safety such as fire and moving and handling people as well as in more specialist areas. Where people had not received training in specific areas recently we noted that refresher courses were planned.

Staff told us that they felt well supported by senior staff and were provided with advice and guidance when needed. They also told us that they had regular one to one supervision sessions with a senior staff member. These sessions provided a formal way for staff and their manager to discuss any concerns they may have, request training and support and discuss how they carry out their role.

Our judgement

The people living at Redford Court are supported by a staff team in whom they have confidence. Staff have the skills and knowledge to support people safely and well.

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

There are minor concerns with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

The people living at Redford Court told us that their views on the service they receive were obtained in a variety of ways. For example people told us that staff regularly discussed the support they received on a one to one basis with them and that they were involved in reviewing their care plans. This one to one support and engagement provided a private way for people to express their views and influence the service provided. Along with regular reviewing of care plans this helps to ensure that any issues can be quickly noted and addressed.

People also explained that periodically their views are sought by the organisation more formally. One of the people living there explained, "Every now and then someone comes around to ask how things are" and completed a form with them.

Other evidence

Weekly service user meetings are held at Redford Court. These provide a way for the people living there to gain and provide information, influence the service they receive and help to plan future improvements that they would like to see.

The organisation carry out periodic surveys of the people who use Redford Court and others involved with the home including visiting professionals. We looked at the results for the last survey carried out in October 2010 and noted that this showed an overall satisfaction with the services people received and that were provided.

We also saw an overall quality audit carried out by the organisation in June 2011. This

stated that all actions identified in previous audits had been met. This audit covered a wide range of aspects of the service provided including, records, working with other authorities such as ourselves and the local authority safeguarding team, internal audits including finances and medication and dealing with complaints. As part of the audit the organisation held discussions with some of the staff team and people who live there. This is a comprehensive audit that is read and signed by the manager of Redford Court, the organisations Quality Assurance Manager and a Director. Where areas for improvement are noted clear actions are set. This recurring review of the service provided helps to ensure that it is operating safely and well and any issues can be quickly noted and addressed.

One of the people living at Redford Court raised an issue with ourselves regarding an activity they wished to participate in. They were aware of the reasons this was not currently taking place. Discussions with staff confirmed that they were aware of the person's view and their explanations tallied with the information given to the person concerned. We noted that this had been raised by the person during their one to one discussions with staff and this had been recorded. However no record of the staff response and future discussions or actions was recorded. This could lead to confusion and uncertainty in the future if responses to issues raised by individuals are not clearly recorded as an outcome of their one to one meeting.

Our judgement

Systems are in place at Redford Court to assess the quality of the service provided and to plan and implement improvements. However recording does not always accurately reflect the outcome of individuals discussions and issues raised.

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 10 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 16: Assessing and monitoring the quality of service provision
	<p>Why we have concerns:</p> <p>Systems are in place at Redford Court to assess the quality of the service provided and to plan and implement improvements. However recording does not always accurately reflect the outcome of individuals discussions and issues raised.</p>	

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 14 days of this report being received.

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

Compliance actions

The table below shows the essential standards of quality and safety that **are not being met**. Action must be taken to achieve compliance.

Regulated activity	Regulation	Outcome
Accommodation for persons who require nursing or personal care	Regulation 13 HSCA 2008 (Regulated Activities) Regulations 2010	Outcome 09: Management of medicines
	<p>How the regulation is not being met: People who use the service are generally safe but there are risks to their health and wellbeing. When we looked at medication records we saw that some areas were not managed appropriately and these have the potential to put people at risk.</p>	

The provider must send CQC a report that says what action they are going to take to achieve 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 to us within 14 days of this report being received.

Where a provider has already sent us a report about any of the above compliance actions, they do not need to include them in any new report sent to us after this review of compliance.

CQC should be informed in writing when these compliance 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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Author	Care Quality Commission
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