

# Review of compliance

**Guy Barrington Staight**  
**Guy Barrington Staight – Pelham Street**

<b>Region:</b>	London
<b>Location address:</b>	2 Pelham Street London SW7 2NG
<b>Type of service:</b>	Independent Healthcare Organisation
<b>Publication date:</b>	June 2011
<b>Overview of the service:</b>	Guy Staight runs a private doctor's practice close to South Kensington tube station. The location offers a general practice service which includes consultation, examination, immunisations and referral if required. On site, there are two general practitioners, a practice nurse, physiotherapist, clinical psychologist, a nutritionist and podiatrist. There is an open plan reception area.

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

## What we found overall

**We found that Guy Staight – Pelham Street 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, looked at surveys of people who use the service, carried out a visit on 13/05/2011, talked with the doctors and staff and checked the provider's records.

We were unable to talk to any people who use services as the visit was announced to allow the opportunity to talk to Dr Staight. An unannounced visit was impractical.

### What people told us

In the case of this location it was impracticable to undertake a visit when patients were on site, so we did not speak to people who use services.

### What we found about the standards we reviewed and how well Guy Staight - Pelham Street 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**

Guy Staight - Pelham Street ensures that people using the services understand the care, treatment and support available to them and can express their own views about the care they are receiving. The views and experiences of people who use the services are taken into account in the way the service is being provided.

- Overall, we found that Guy Staight - Pelham Street 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**

Guy Staight –Pelham Street ensures that people who use the service understand and consent to the service offered.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

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

Guy Staight –Pelham Street ensures that people who use the service experience an effective, safe and appropriate service and support that meets their needs and protects their rights.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

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

Guy Staight –Pelham Street ensures that people who use the service receive safe and coordinated care, treatment and support where more than one provider is involved, or they are referred between services.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

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

Guy Staight –Pelham Street ensures that people who use the service are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

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

Guy Staight –Pelham Street ensures that people who use the service receive care in a clean environment and effectively prevents and controls infection in everyday practice.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

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

Guy Staight –Pelham Street ensures that any people who use the service and require medicines receive these in a timely, safe and informed manner.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

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

Guy Staight –Pelham Street ensures that people who use the service and people who work in and visit the premises are in safe, accessible surroundings that promote their wellbeing.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

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

Guy Staight –Pelham Street ensures that people who use the service and people who work in and visit the premises are not at risk of harm from unsafe or unsuitable equipment, which meets their needs.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

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

Guy Staight –Pelham Street ensures that people who use the service 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.

- Overall, we found that Guy Staight - Pelham Street 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**

Guy Staight –Pelham Street ensures that people who use the service are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

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

Guy Staight –Pelham Street ensures that people who use the service are safe and their health and welfare needs are met by competent staff.

- Overall, we found that Guy Staight - Pelham Street 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**

Guy Staight –Pelham Street ensures that people who use the service benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

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

Guy Staight –Pelham Street ensures that people who use the service are sure that their comments and complaints are listened to and acted on effectively.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

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

Guy Staight –Pelham Street ensures that people who use the service can be confident that their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.

- Overall, we found that Guy Staight - Pelham Street was meeting this essential standard.

**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

<b>Our judgement</b>
<b>The provider is compliant</b> with outcome 1: Respecting and involving people who use services

<b>Our findings</b>
<p><b>What people who use the service experienced and told us</b> For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.</p> <p><b>Other evidence</b> The doctors see people in private consultation rooms. The rooms have screens for medical examinations and people can bring or request a chaperone if they wish. There is also a private consultation room for the practice nurse.</p> <p>The doctors take a full medical history on the first visit and develop individual treatment plans with each person. Discussions with Dr Staight indicated that he involves people at every stage of their care and treatment planning and demonstrated an understanding of people’s cultural and religious needs. Written information on treatment options is available and services offered are outlined on the practice website. There is a choice of a male or female doctor.</p>

There are toys in the waiting area for children using the service.

People have a formal opportunity to comment on the service in the annual patient satisfaction survey.

**Our judgement**

Guy Staight - Pelham Street ensures that people using the services understand the care, treatment and support available to them and can express their own views about the care they are receiving. The views and experiences of people who use the services are taken into account in the way the service is being provided.

# 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**  
For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.

**Other evidence**  
Most people using the service have capacity to consent to their own care and treatment. The doctors obtain informed written and verbal consent at appropriate stages of diagnoses and treatment. Dr Staight showed us evidence of consent processes and policies. The service obtains consent for information sharing and referral. Corporate consent policies are followed for corporate patients.

The service sees a proportion of children and young people. They are always seen with their parents or carers, who give consent on their behalf. Translators are available if required.

**Our judgement**

Guy Staight –Pelham Street ensures that people who use the service understand and consent to the service offered.

# 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**  
For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.

**Other evidence**  
Care and treatment follow evidence based practice. Regular audits are in place to check on the quality of treatment to ensures that it conforms to current clinical guidelines. Information about practice specialisms are available on the practice website. Doctors and other staff undertake regular professional appraisals and participate in ongoing professional development and peer review.

A risk management system and procedure for dealing with critical incidents is in place. Dr. Staight was aware of critical incident management and described how he managed a critical incident in the past year. Staff are aware of emergency systems and can use clinical equipment for responding to emergencies, for example, if someone has an adverse reaction to a vaccination.

The practice receives medical alerts through the Independent Doctors Federation.

**Our judgement**

Guy Staight –Pelham Street ensures that people who use the service experience an effective, safe and appropriate service and support that meets their needs and protects their rights.

## **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**

This location does not provide food and drink for people who use services.

# 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**  
For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.

**Other evidence**  
The practice makes referrals to specialists, diagnostic services and to people's NHS GPs, if they wish. People are informed of and involved in the liaison and referral process.

**Our judgement**  
Guy Staight –Pelham Street ensures that people who use the service receive safe and coordinated care, treatment and support where more than one provider is involved, or they are referred between services.

# 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**  
For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.

**Other evidence**  
The practice sees a proportion of children and vulnerable adults. Staff have been training in safeguarding and are aware of local safeguarding policies and procedures. Dr Staight recently attended the local authority’s safeguarding children training and made recommendations for improving independent healthcare safeguarding practice.

The practice has made safeguarding referrals where concerns were identified.

**Our judgement**  
Guy Staight –Pelham Street ensures that people who use the service are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

# 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

<b>Our judgement</b>
<b>The provider is compliant</b> with outcome 8: Cleanliness and infection control

<b>Our findings</b>
<p><b>What people who use the service experienced and told us</b> For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.</p> <p><b>Other evidence</b> Infection control policies are in place. No surgical activities take place at this location.</p> <p>The premises were clean and well-maintained. Handwashing facilities are available in the consulting and treatment rooms. Single use items are not re-used. A steriliser is available if needed.</p> <p>There is a contract for the removal of clinical waste. Clinical waste is kept separately and sharps bins are in place in the consulting rooms. These are used for the disposal of syringes and needles.</p> <p><b>Our judgement</b> Guy Staight –Pelham Street ensures that people who use the service receive care in a clean environment and effectively prevents and controls infection in everyday practice.</p>

# 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**  
For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.

**Other evidence**  
The doctors take a full medical history before prescribing any medications and provide information on medication. Information on people's medication histories is kept on the computer record system, which produces automatic alerts for repeat prescriptions, side effects and known interactions.

A small number of medications are kept on site. These include vaccinations, emergency medicines for responding to anaphylactic shock (a strong drug reaction) and some antibiotic and steroid creams. Nursing staff are trained to give vaccinations and to respond to emergencies.

Medications are kept in a locked cupboard and a fridge. The service has policies and procedures in place covering the ordering, procurement, receipt, storage and administration and disposal of medications. Fridge temperatures are monitored

daily. Procedures are in place for the secure management and prescribing of controlled drugs.

There is a system for receiving alerts relating to medicines.

**Our judgement**

Guy Staight –Pelham Street ensures that any people who use the service and require medicines receive these in a timely, safe and informed manner.

# 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**  
For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.

**Other evidence**  
The premises are located on the ground floor of a mansion block in South Kensington. There is no access for wheelchair users. The door is kept locked and people ring a bell when they arrive. There is a building security system.

There are five consultation rooms, a waiting area, reception and toilets for people to use.

The location has a fire policy, procedure and risk assessment. Fire equipment is in place and is regularly serviced and fire exits are clearly marked.

**Our judgement**  
Guy Staight –Pelham Street ensures that people who use the service and people who work in and visit the premises are in safe, accessible surroundings that promote their wellbeing.

# 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

<b>Our judgement</b>
<b>The provider is compliant</b> with outcome 11: Safety, availability and suitability of equipment

<b>Our findings</b>
<p><b>What people who use the service experienced and told us</b> For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.</p> <p><b>Other evidence</b> Electrical equipment had been recently PAT tested, to ensure its safety.</p> <p>There is an ECG machine, audiogram and a resuscitation bag, which are regularly checked. Medical equipment on site had been tested and calibrated.</p> <p><b>Our judgement</b> Guy Staight –Pelham Street ensures that people who use the service and people who work in and visit the premises are not at risk of harm from unsafe or unsuitable equipment, which meets their needs.</p>

# 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**  
For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.

**Other evidence**  
There are human resources policies and procedures in place. These include recruitment procedures. Dr. Staight told us that all new staff and sub-contractors have full pre-employment checks, including enhanced criminal records bureau (CRB) checks. Professional staff keep their registration, qualifications and insurances up to date.

**Our judgement**  
Guy Staight –Pelham Street ensures that people who use the service 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.

# 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**  
For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment. We saw staff on duty in the practice at the time of the visit.

**Other evidence**  
The service has a sufficient range of appropriately qualified staff. The service has 2.25 doctors who ensure medical cover during opening hours, one practice nurse, two secretaries, and a practice manager.

**Our judgement**  
Guy Staight –Pelham Street ensures that people who use the service are safe and their health and welfare needs are met by sufficient numbers of appropriate staff.

# 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**  
For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.

**Other evidence**  
The service has policies in place to ensure that staff keep up to date with current knowledge and practice. Staff are trained in health and safety, first aid, infection control and safeguarding. Nursing staff also have ongoing training in resuscitation and giving vaccinations. Staff attend regular joint practice meetings with another surgery, which include joint learning sessions.

Doctor Staight showed us his professional development portfolio, which demonstrated his continuous learning and development. The staff and doctors have regular appraisals and supervision.

**Our judgement**  
Guy Staight –Pelham Street ensures that people who use the service are safe and their health and welfare needs are met by competent staff.

# 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**  
For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.

**Other evidence**  
The service has processes in place for reviewing the quality of the service and for good governance. These include clinical and management audits, complaints monitoring and incident reporting. Clinical audits take place at regular intervals throughout the year. These can lead to changes in practice. Audits are subject to peer review by other independent general practitioners. Risk management strategies are in place and are proportionate to the nature of the service.

People who use the service are asked to complete an annual patient satisfaction survey. We saw the most recent results. People gave positive feedback about the care and treatment they received, and said they felt engaged in the process.

Practice protocols and procedures are subject to regular review. Joint reviews are part of the monthly meetings with another general practice.

**Our judgement**

Guy Staight –Pelham Street ensures that people who use the service benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

# 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

<b>Our judgement</b>
<b>The provider is compliant</b> with outcome 17: Complaints

<b>Our findings</b>
<p><b>What people who use the service experienced and told us</b> For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.</p> <p><b>Other evidence</b> There is a complaints policy and procedure in place, which is available to people on the practice website and at the service. The service has received few complaints and those received are addressed in line with the complaints procedure.</p> <p>The annual patient satisfaction questionnaire gives people the opportunity to comment on their degree of satisfaction with the service. The results of the questionnaire are discussed at regular meetings and improvements as needed.</p> <p><b>Our judgement</b> Guy Staight –Pelham Street ensures that people who use the service are sure that their comments and complaints are listened to and acted on effectively.</p>

# 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**  
For this location, it was not practical to see patients when the doctor was on site. However, we saw the most recent annual patient survey. This showed that people who use services and their families were very satisfied with the quality of care and that they felt fully involved in planning their care and treatment.

**Other evidence**  
There is a system in place for maintaining and storing people’s records. The records system is fully computerised. Records are stored off site on the server connected to the records system. Computerised security systems protect the information in line with data protection legislation. Paper information is scanned into the computer and hard copies securely destroyed. Records made prior to computerisation are scanned into the system and accessible.

**Our judgement**  
Guy Staight –Pelham Street ensures that people who use the service can be confident that their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.



## Action we have asked the provider to take

provider maintains compliance with the essential standards of quality and safety.

Regulated activity	Regulation	Outcome
<Enter activity>	<Enter regulation number>	<Enter outcome number and title>
	<b>Why we have concerns:</b> Copy and paste the 'our judgement' text from the end of the 'our findings' section in each relevant outcome above	
<Enter activity>	<Enter regulation number>	<Enter outcome number and title>
	<b>Why we have concerns:</b> Copy and paste the 'our judgement' text from the end of the 'our findings' section in each relevant outcome above	
<Enter activity>	<Enter regulation number>	<Enter outcome number and title>
	<b>Why we have concerns:</b> Copy and paste the 'our judgement' text from the end of the 'our findings' section in each relevant outcome above	

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 <XX> 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
<Enter activity>	<Enter regulation number>	<Enter outcome number and title>
	<p><b>How the regulation is not being met:</b> Copy and paste the 'our judgement' text from the end of the 'our findings' section in each relevant outcome above</p>	
<Enter activity>	<Enter regulation number>	<Enter outcome number and title>
	<p><b>How the regulation is not being met:</b> Copy and paste the 'our judgement' text from the end of the 'our findings' section in each relevant outcome above</p>	
<Enter activity>	<Enter regulation number>	<Enter outcome number and title>
	<p><b>How the regulation is not being met:</b> Copy and paste the 'our judgement' text from the end of the 'our findings' section in each relevant outcome above</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 <XX> 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.

# Enforcement action we have taken to protect the welfare and safety of people using this service

The table below shows enforcement action we have taken because the service provider is not meeting the essential standards of quality and safety shown below.

Enforcement action we have taken			
<Enter enforcement action>			
This action has been taken in relation to:			
Regulated activity	Regulation or section of the Act	Outcome	To be met by (if applicable)
<Enter activity>	<Regulation number or Section Act>	<Enter outcome number and title>	DD Month YYYY
	<b>How the regulation or section is not being met:</b>	<b>Registered manager:</b>	
	Copy and paste the 'our judgement' text from the end of the 'our findings' section in each relevant outcome above	Include the name of the registered manager if relevant or put N/A	

# 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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