

Review of compliance

Peter Dorrington Ward
Peter Dorrington Ward - Jermyn Street

Region:	London
Location address:	95a Jermyn Street London SW1Y 6JE
Type of service:	Doctors consultation service
Date the review was completed:	14 February 2011
Overview of the service:	<p>Dr Peter Dorrington Ward provides a private doctor service in central London. The largest part of his practice is in corporate health and as a private doctor to organisations – these activities are not required to be registered under the Health and Social Care Act 2008. However he does still maintain a small private doctor practice – he offers diagnosis and referral to other specialists, particularly in endocrinology.</p> <p>Dr Dorrington Ward employs a personal assistant and one other doctor who works for one session a week and covers Dr Dorrington</p>

	Ward's absences.
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Summary of our findings for the essential standards of quality and safety

What we found overall

We found that Peter Dorrington Ward - Jermyn 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, carried out a visit on 01/02/2011, talked to 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 Dorrington Ward. As a single doctor practice with few private patients 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. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

What we found about the standards we reviewed and how well Peter Dorrington Ward – Jermyn 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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn 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

- Peter Dorrington Ward – Jermyn Street ensures that people who use the service understand and consent to the service he offers.
- Overall, we found that Peter Dorrington Ward - Jermyn Street was meeting this essential standard.

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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn Street was meeting this essential standard.

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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn Street was meeting this essential standard.

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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn Street was meeting this essential standard.

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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn 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

- Peter Dorrington Ward – Jermyn Street ensures that any people who use the service and require medicines receive these in a timely and safe manner and provides people with information about the medicine.
- Overall, we found that Peter Dorrington Ward - Jermyn Street was meeting this essential standard.

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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn Street was meeting this essential standard.

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

- Peter Dorrington Ward – Jermyn 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. Equipment is comfortable and meets peoples needs.
- Overall, we found that Peter Dorrington Ward - Jermyn 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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn 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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn 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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn 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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn Street was meeting this essential standard.

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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn Street was meeting this essential standard.

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

- Peter Dorrington Ward – Jermyn 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 Peter Dorrington Ward - Jermyn Street was meeting this essential standard.

Action we have asked the service to take

Peter Dorrington Ward – Jermyn Street demonstrated that he is complying with all the outcomes we reviewed therefore no immediate action is required.

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
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
Discussions with Dr Dorrington Ward demonstrate that he treats each of his private patients as an individual and discusses plans for treatment and care and referral. This is evidenced by the lack of complaints and his appraisal. His transition registration statement states that he takes into account patients' views at his monthly meetings with his doctor colleague and meetings with his personal assistant.

All the patients Dr Dorrington Ward sees have capacity. They understand the service he offers and are involved in making decisions about their care and treatment.

The doctor has a private consultation room and all patients have booked

appointments. A chaperone or female doctor is available if requested. Dr Dorrington Ward does no gynaecology work.

Comments from patients are welcomed (stated in Statement Of Purpose). There have been no complaints in the last 12 months.

Every patient has his/her medical needs discussed and acted upon with an individual plan.

During 2009 Dr Dorrington Ward was involved in a questionnaire process from Peninsula Medical School where patients and colleagues gave feedback. This feedback was all positive.

Our judgement

Dr Dorrington Ward 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
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
The medical records have a place for patients to sign their consent. This was audited during Dr Dorrington Ward's appraisal in 2010. Patients also give written consent for letters/information to be sent to GPs or consultants.

Our judgement
Dr Dorrington Ward ensures that people who use the service understand and consent to the service he offers.

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
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
The service Dr Dorrington Ward offers is a very simple diagnostic private doctor service. There have been no clinical incidents.
There is a policy for emergencies. Dr Dorrington Ward has had resuscitation training.
There is a contract for specimens to be tested and results reported to Dr Dorrington Ward. He has a system to report these results to his patients.

Our judgement
Dr Dorrington Ward 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 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

[Click here and select](#) with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
Dr Dorrington Ward refers to other doctors - he always writes to these doctors with the referral. There have been no problems with his cooperation with other providers.

Our judgement
Dr Dorrington Ward 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
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
Dr Dorrington Ward sees no patients aged under 18 years. All his patients have capacity. If he had concerns about a safeguarding issue then he would follow local guidelines and discuss with his doctor colleague.

Our judgement
Dr Dorrington Ward 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

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
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
We observed the consultation room and it was appropriately clean and tidy. The clinical waste is segregated. Sharps bins were assembled correctly. Sharps bins are used for the disposal of syringes and needles. Single use items are not reused. No surgical activity takes place at this location.
There is a contract for the collection of clinical waste.
All areas of the location were clean and hygienic.

Our judgement
Dr Dorrington Ward ensures that people who use the service receive care in a clean environment and effectively prevents and controls infection in everyday practice.

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
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
No medicines are held on site.
There is a medicines management policy.
Prescriptions are written for patients rarely and these are dispensed by a pharmacist of the patient's choice.

Our judgement
Dr Dorrington Ward ensures that any people who use the service and require medicines receive these in a timely and safe manner and provides people with information about the medicine.

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

In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence

This location is situated in a listed building in central London on the first floor. There is a waiting area, doctor's consultation room, administration rooms and a toilet for patients' use. Access is via stairs (no lift can be fitted as the building is listed). Dr Dorrington Ward has arrangements in place for a colleague to see patients at another registered premises if the patient cannot manage the stairs.

The rooms were comfortable and suitable for seeing patients in such a private doctor's practice. Access is regulated via the front door buzzer system.

The landlord manages the common parts of the premises and does a weekly fire inspection.

The premises were inspected by the London Fire and Emergency Planning Authority in the past and found to be suitable. There is a local fire policy.

Fire extinguishers are in place with a contract for servicing. For evacuation purposes there would never be more than 2 patients on the premises. The windows have been protected with film in case of explosion. There are smoke alarms in place.

The rooms are locked and alarmed when no staff are on site.

Our judgement

Dr Dorrington Ward 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

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
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
The equipment is suitable for the service offered. Electrical equipment has been PAT tested.

Our judgement
Dr Dorrington Ward 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. Equipment is comfortable and meets peoples needs.

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
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
A human resources policy is in place. Both his personal assistant and the other doctor have worked for Dr Dorrington Ward for several years. When they were employed the correct procedures with CRB checks were undertaken. Both the doctors have their medical insurance and GMC registration up to date. There are no plans to employ other staff - if there were then Doctor Dorrington Ward would use suitable procedures.

Our judgement
Dr Dorrington Ward 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
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
There are sufficient staff for this service. One other doctor works for one session a week - giving patients the option of a female doctor. She covers Dr Dorrington Ward's absences. There is no out of hours cover, the patients have their own NHS GPs or private family doctors for this service.

Our judgement
Dr Dorrington Ward 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

In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence

Dr Dorrington Ward has an annual appraisal - due in February 2011. This covers his professional development, an assessment of his medical records, any complaints or incidents. He makes an annual declaration of his probity to the Independent Doctors Forum. His personal assistant has an annual appraisal. The other doctor has an annual appraisal through her contract with the NHS. These three members of staff have worked together for many years.

Dr Dorrington Ward is up to date with his professional development.

Our judgement

Dr Dorrington Ward 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

In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence

Dr Dorrington Ward takes account of comments from his patients. He has too few to perform audit of their care and undertakes no treatment. He sees patients to assist with diagnosis and then refer to other colleagues. He has medical colleagues to discuss medical issues with, has annual appraisal of his practice and is a member of the Independent Doctors Forum. He has a monthly meeting with the other doctor at the practice. He continues to attend lectures and professional development. He follows NICE guidelines.

Our judgement

Dr Dorrington Ward 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

Our judgement

The provider is compliant with outcome 17: Complaints

Our findings

What people who use the service experienced and told us
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
There is a complaints policy - on view in the waiting area for patients. There have been no complaints in the last 12 months.

Our judgement
Dr Dorrington Ward ensures that people who use the service are sure that their comments and complaints are listened to and acted on effectively.

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
In the case of this location it was not practicable to undertake a visit when patients were on site. Dr Dorrington Ward is a single-handed doctor and sees very few private patients. He does not treat patients but undertakes diagnosis and referral as required.

Other evidence
There is a records management policy.
Dr Dorrington Ward keeps a paper contemporaneous record for all his patients. The records are kept in lockable cabinets and the rooms kept locked when staff not on site. Any letters are typed and saved on the computer system. Results are communicated to patients by letter. His medical records are assessed during the annual appraisal. Last time (2010) the appraiser stated "careful and easily followed trail of the subsequent case management".

Our judgement
Dr Dorrington Ward 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

Peter Dorrington Ward – Jermyn Street demonstrated that he is complying with all the outcomes we reviewed and therefore no immediate action is required.

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
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