

Review of compliance

Park Care Homes Ltd
Preston Private Nursing Home

Region:	North West
Location address:	Midgery lane Fulwood Preston Lancs PR2 9SX
Type of service:	Care Home with Nursing
Date the review was completed:	25/02/2011
Overview of the service:	This service is a care home and the building is split into separate areas, an EMI unit ,a residential unit and nursing unit. The maximum occupancy is 106 people and the service provides care for people who have nursing needs.

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

What we found overall

We found that Preston Private Nursing Home 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 10/02/2011, observed how people were being cared for, talked to people who use services, talked to staff, checked the provider's records, and looked at records of people who use services.

We spoke to other professionals and stakeholders to get their views on how the home is run and managed.

What people told us

It was clear from talking to people who live at the home that they are happy with the support they receive from caring, competent staff. Comments from people who live at the home included, "A lovely place to be". Also, "Kind caring people". We listened to staff who spoke positively about how the home is run and managed. Comments included, "Its much better now". And, "The support from the management is very good".

People felt that staff had the skills to care for them properly. "They are never too busy to help you".

People who live at the home are made to feel encouraged to maintain their independence and one person told us “The staff try as much as possible for us to cope without any help, which makes me feel more independent”.

What we found about the standards we reviewed and how well Preston Private Nursing Home 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

We found that there was compliance with this outcome.

People who live here receive care and support in a respectful, dignified way, by staff who are competent and aware of the needs and wishes of residents.

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

We found that there was compliance with this outcome.

People who live at the home are involved in decisions about the care, support and treatment they receive.

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

We found that there was compliance with this outcome.

People who live at the home experience appropriate, effective treatment and support to ensure their needs are met and protect their rights.

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

We found that there was compliance with this outcome.

Meals are well managed, creative and provide enough quantity, daily variation, nutrition and interest for people living in the home.

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

We found that there was compliance with this outcome.

We found that people receive safe and coordinated care, treatment and support where more than one provider is involved..

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

We found that there was compliance with this outcome.

Procedures and staff awareness protect people who live at the home from abuse or the risk of any harm.

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

We found that there was compliance with this outcome.

Systems are in place and in practice procedures are carried out, to monitor and prevent the control of infection.

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

We found that there was compliance with this outcome. The management of medication is personalised and regular checks help to maintain safety in this area. Good systems are in place to ensure medication is handled correctly

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

We found that there was compliance with this outcome. The home is maintained and is able to meet the range of specific needs of people who live here .

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

We found that there was compliance with this outcome. Equipment is safe and suitable for purpose.

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

We found that there was compliance with this outcome. The support and care provided for people living at the home is from qualified competent staff.

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

We found that there was compliance with this outcome. People living at the home benefit from having appropriate and mixed numbers of skilled and experienced staff on duty at all times

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

We found that there was compliance with this outcome. People living at the home are safe and their health and welfare needs are met by competent staff.

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

We found that there was compliance with this outcome. People who live at the home benefit from the ongoing assessing and monitoring of the quality of the service provided by people who work and manage the home.

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

We found that there was compliance with this outcome. Residents are confident that any concerns would be responded to.

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

We found that the provider was meeting the essential standard of safety and quality in respect of records.

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

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

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

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

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

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

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

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

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

Outcome 1: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is compliant with outcome 1: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us
As part of the planned review we spoke to people who live at the home and all comments we received were positive, in the way they were treated and supported by staff and management in the care they received. We spoke to people who reside in all four units of the home, however in the EMI unit we spent time observing staff and residents interaction which we found positive. One person spoken to in the nursing unit said, "They cannot do enough for me, they are all caring respectful staff". We observed during our visit staff talking to people in a sensitive way, one staff member observed in the EMI unit was sensitively calming an agitated resident which he did after spending time with the person. One gentleman in the residential part of the home was very vocal and said, " I understand what the care and treatment I am receiving and if I have any wishes or views they always listen".

Other evidence
We observed good communication and understanding between staff and people

who live at the home, especially sensitive and attentive in the EMI and nursing parts of the home who live at the home about individual care needs, and residents involvement of their needs and wishes.

We spoke to relatives visiting and comments included, " Every time we come here the staff are always polite and respectful".

Staff we spoke to individually confirmed training is provided around issues of respect, privacy and dignity in caring for people who live at the home.

Our judgement

We found that there was compliance with this outcome.

People who live here receive care and support in a respectful, dignified way, by staff who are competent and aware of the needs and wishes of residents.

Outcome 2: Consent to care and treatment

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is Compliant with outcome 2: Consent to care and treatment

Our findings

What people who use the service experienced and told us
People told us of there experience when they moved into the home and one said, "I was asked all the way through the moving in process my thoughts and opinions of what was needed".

Other evidence
It was difficult to speak to people in the EMI part of the home; however we spoke to two relatives visiting who were happy with the involvement of themselves and the person moving in when deciding what care and support was required and the wishes of the resident.

One staff member spoken to said, "We know the importance of what the individual wishes are so that we can understand their needs and try and make them as comfortable as possible".

Care plans looked at confirmed involvement of families and people who live at the home in care received.

Our judgement

We found that there was compliance with this outcome.

People who live at the home are involved in decisions about care, support and treatment they receive.

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 meet their needs and protect 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
We spoke to a number of residents living in all parts of the home and we received positive responses about the support and care they receive, from caring, sensitive staff. Comments included, " I would not live anywhere else", Also, " Always willing to help". One person spoken to about individual care said, "Whenever I want a bath they oblige, I don't have to wait long".

Other evidence
We spent some time in the EMI part and watched staff showing people who live at the home respect, dignity and privacy by helping with lunch and general routines in a sensitive way. Staff were also observed knocking on doors and talking to people with respect. One staff member spoken to said, " I get a lot of satisfaction helping people with dementia".
Staff also confirmed dementia training is provided for all staff to attend.
Care records looked at were comprehensive and reviewed on a regular basis.

Our judgement
We found that there was compliance with this outcome.
People who live at the home experience appropriate, effective treatment and support to ensure there needs are met and protect there 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

Our judgement

The provider is Compliant with outcome 5: Meeting nutritional needs

Our findings

What people who use the service experienced and told us
People we spoke to during the visit said they enjoyed the quality and variation of food provided. Comments included, "Plenty of food and always good", and, " The chef knows what he is doing its good meals ". People who live at the home also told us if you didn't want to go to one of the dining areas you could always have your meals in your own room.

Other evidence
Menus were displayed around the home with the meals of the day .We spoke to the chef and he said alternative food was available if people did not like the meal on offer. The chef had achieved qualifications in advanced cooking and was fully aware of different food cultures.
We observed the chef preparing fresh fruit and vegetables to ensure people receive a nutritious diet. Also the chef prepared liquidised meals for residents, each food blended seperately.
Dining areas of the units looked clean, and table cloths and cutlery presented well on all the dining furniture.

Our judgement
We found that there was compliance with this outcome.
Meals are well managed, creative and provide enough quantity, daily variation, nutrition and interest for people living in the home.

Outcome 6: Cooperating with other providers

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is **Compliant** with outcome 6: Cooperating with other providers

Our findings

What people who use the service experienced and told us

People who live at the home told us staff were good, understanding and quick to call their GP or dentist if any problems arise. One person spoken to said, "They are on the ball if you fall ill". Another person said, "They don't mess about they call the doctor straight away".

Other evidence

Care plans looked at showed evidence of health professionals appointments. We spoke to staff who confirmed regular checkups for dentists, opticians and chiropodists are kept and monitored when reviews are due.

Our judgement

We found that there was compliance with this outcome.

We found that people receive safe and coordinated care, treatment and support where more than one provider is involved..

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
We spoke to people at the home about the way they are treated by staff and comments included, " They are very kind", also, I feel safe with the staff around the place".

Other evidence
Information from the PCA told us; staff have received training relating to 'Safeguarding of Vulnerable Adults'. Staff spoken to confirmed training has been provided and updated..
We spoke to staff who confirmed 'safeguarding adults' training had been provided by the manager and was ongoing. We asked staff about the procedures in place for dealing with reported allegations of abuse, they were clear what steps to take and who to report to so that people felt safe and protected. One staff member spoken to said, " Since we had a few problems the updated training has stated and things are better".
We spoke to Lancashire County Council Contracts, who had no concerns over the last few months in relation to safeguarding issues Which centred around the EMI unit of the home and have seen a marked improvement from the management and staff to take action to identify and prevent abuse from happening at the home.

Our judgement

We found that there was compliance with this outcome.

Procedures and staff awareness protect people who live at the home from abuse or the risk of any harm.

Outcome 8: Cleanliness and infection control

What the outcome says

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

What we found

Our judgement

The provider is **Compliant** with outcome 8: Cleanliness and infection control

Our findings

What people who use the service experienced and told us
People who live at the home have no concerns about the cleanliness of the building and general hygiene. Comments were all positive and some included, "You won't find a cleaner place than this". Also, "The cleaners do a great job".

Other evidence
Observation of the building from walking around found it to be clean, tidy and fresh smelling. The nurse in charge told us they employ domestic and laundry staff specifically to ensure the home is kept clean. The person in charge is aware of the 'Code of Practice on the Prevention and Control of Infections' document, and systems are in place to ensure the guidelines are being adhered to.

Hand gel and information regarding hand washing notices were provided. Training is in place and ongoing for staff to complete or scheduled to undertake training in infection control. Staff spoken to confirmed this.

Our judgement
We found that there was compliance with this outcome.
Systems are in place and put into practice, also procedures are carried out, to monitor and prevent the control of infection.

Outcome 9: Management of medicines

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is **Compliant** with outcome 9: Management of medicines

Our findings

What people who use the service experienced and told us
People living at the home told us they had no problems with receiving medication at the right times, looking after medication themselves or a facility to store medicines in their own room. One resident spoken to said, "They are never late with my tablets". One person we spoke to had a skin complaint and was reliant on staff to administer cream at set times, he said, "Never had a problem they are really good."

Other evidence
The Provider Compliance Assessment (PCA), completed by the manager gives a detailed account of the safe handling, storage, administration and dispensing of medicines at the home to ensure people are protected and safe when under medication.

We went through the medication procedure with a nurse in the EMI part of the home and watched medication being given to residents. Safe practices were being followed and the correct records of medication are being kept. The nurse told us "It's so important to ensure medication is handled correctly."

Information from 'Social Services Contracts' told us procedures for medication, and systems in place to ensure residents are safe have improved and people are not at risk.

Staff spoken to confirmed only trained nurses or staff could ever give out medicines

it is a company policy.

Our judgement

We found that there was compliance with this outcome. The management of medication is personalised and regular checks help to maintain safety in this area. Good systems are in place to ensure medication is handled correctly

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
This is a relatively new building and people we spoke to in the different units of the home (nursing, EMI and residential) thought the layout and safety of the environment suited their needs. One person said, " There are some beautiful views around here. the home is situated in a nice area". Another resident said, "Its easy and safe to get around this building".

Other evidence
When we carried out our site visit the home was warm, clean and tidy. Proper storage facilities are available for wheelchairs and other equipment.
We spoke to management and staff and looked at maintenance records. Repairs are recorded and attended to. One staff member said, "We have a maintenance man on site". There were no bad smells in the home. The manager told us a full time maintenance person was employed to ensure people are kept safe and in pleasant surroundings.
We had a walk around the building and found sufficient communal and living space throughout the building. This is a relatively new building and in a good state of repair and decorated to a good standard.
The different units of the home (Residential, Nursing and the EMI) are well maintained and furnished to a high standard.

Our judgement

We found that there was compliance with this outcome. The home is maintained and is able to meet the range of specific needs of people who live here .

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
When we visited the home we did not ask people about equipment.

Other evidence
The person in charge informed us that fire equipment is regularly maintained and electrical equipment is tested to ensure that it is safe to use. We have had confirmation from the provider that these safety measures are still in place.
The person in charge told us risk assessments are in place regarding the use of cleaning and cooking appliances.

Our judgement
We found that there was compliance with this outcome. Equipment is safe and suitable for purpose.

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 that 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
We spoke to people who live at the home, and they spoke highly of the staff and were positive about the way they are treated.. One person spoken to said, "There is not one member of staff who I don't get on with". Other people told us the staff always try and help, and "Terrific people who work here".

Other evidence
Staff we spoke to confirmed they had completed all the relevant employment checks before starting work.
We watched during the visit good interaction between staff and residents especially in the EMI part of the home, we saw they were kind and patient towards the residents. People who live at the home looked relaxed and content.
Information we received from social services, told us they were happy with the recruitment procedures and attitudes of staff when they last undertook a monitoring visit.

Our judgement
We found that there was compliance with this outcome. The support and care provided for people living at the home is from qualified competent staff.

Outcome 13: Staffing

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is **Compliant** with outcome 13: Staffing

Our findings

What people who use the service experienced and told us
People who live at the home told us that there are always staff available to help them and that this is also the case at weekends and during the evenings. Residents have specific keyworkers and has regular one to one time with them. One resident spoken to said, "It helps that I have one person I can talk to if I have any problems".

Other evidence
We spoke to the nurse in charge and looked at staff rotas, it was clear a sufficient mix of nursing, care , domestic and admin staff are on duty at all times to meet the needs of the people living at the home. One staff member spoken to said, "We could do with more staff but I must say we are never short".
We observed staff were not rushing around and had time to spend with people on an individual basis especially in the EMI part of the home.
Information from social services contracts told us they are happy with staffing levels at the home. Also the EMI unit is now staffed appropriately with trained people who have had dementia training.
In addition to care staff a number of other support staff were employed such as an administrator and activities coordinators. We observed in the afternoon, 'bingo' with good participation from the residents one said, "I do like the bingo afternoons".

We spoke to staff members who were satisfied with the amount and mix of staff on duty at all times. They felt they had time to care for the residents and spend time with them.

Our judgement

We found that there was compliance with this outcome. People living at the home benefit from having appropriate and mixed numbers of skilled and experienced staff on duty at all times

Outcome 14: Supporting workers

What the outcome says

This is what people who use services should expect.

People who use services:

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

What we found

Our judgement

The provider is **Compliant** with outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us
People who live at the home told us staff are very good, and well trained in what they do, One resident spoken to said, "I have confidence in that they know what they are doing".

Other evidence
One staff member spoken to on the EMI part of the home said, "The management are supportive with training and I have recently attended 'Dementia' courses".
We spoke to a relative visiting who complemented the staff on the way they treated the residents and the professionalism they show, She said, "Its comforting to know the staff are competent".
We asked staff about support or advice in an emergency, at weekends or during the night and were told that there is always a nurse available who can be contacted.
Staff told us that they receive formal supervision .

Our judgement
We found that there was compliance with this outcome. People living at the home 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
People who live at the home spoken to, told us that they are often asked for feedback about the care and treatment they were receiving , including regular resident meetings.

Other evidence
A suggestion board is available for anyone who wishes to put forward a compliment, comment or complaint. A relative said "I have completed questionnaires in the past to say how I felt the home was progressing".
Staff told us meetings are held on a regular basis to discuss any issues or concerns, any ideas that would improve the running of the home are agreed and put in place. One staff member said, " The management always listen to new ideas".
The nurse in charge also told us resident meetings are held monthly and relatives are invited.

Our judgement
We found that there was compliance with this outcome. People who live at the home are confident that any concerns would be responded to.

Outcome 17: Complaints

What the outcome says

This is what people should expect.

People who use services or others acting on their behalf:

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

What we found

Our judgement

The provider is **Compliant** with outcome 17: Complaints

Our findings

What people who use the service experienced and told us
People told us they were confident in the manager and keyworkers that any concerns or complaints would be listened to and resolved. One person we spoke to, had a problem and spoke to a member of staff about it, he said, "Within a day it was sorted out".

Other evidence
Forms are available for anyone who wishes to put forward a compliment, comment or complaint.
Staff we spoke to are aware of the complaints procedure, and confident to deal with any concerns.
We spoke to social services contracts officer and they are pleased with the way complaints are now handled and confident systems and procedures are in place to ensure any concerns are fully investigated with outcomes resolved.

Our judgement
We found that there was compliance with this outcome. Residents are confident that any concerns would be responded to.

Outcome 21: Records

What the outcome says

This is what people who use services should expect.

People who use services can be confident that:

- Their personal records including medical records are accurate, fit for purpose, held securely and remain confidential.
- Other records required to be kept to protect their safety and well being are maintained and held securely where required.

What we found

Our judgement

The provider is **Compliant** with outcome 21: Records

Our findings

What people who use the service experienced and told us
People who live at the home told us that they are involved in developing and monitoring their own care plan and have access to the records, which they regularly contribute to. No issues were raised regarding confidentiality or safe storage of records.

Other evidence
The nurse in charge told us all care records were kept locked securely in line with the Data Protection Act 1998. Records were regularly updated to ensure staff have updated care records and people who live at the home are continually monitored. General records to help the running of the home are kept in a locked facility and available for inspection if required.
During the visit we looked at a number of records maintained by staff. These appeared to be well maintained, accurate and stored securely

Our judgement
We found that the provider was meeting the essential standard of safety and quality in respect of records.

Outcome 24:

Requirements relating to registered managers

What the outcome says

This is what people who use services should expect.

People who use services:

- Have their needs met because it is managed by an appropriate person

What we found

Our judgement

The provider is compliant with outcome 24: Requirements relating to registered managers

Our findings

What people who use the service experienced and told us

People living at the home spoken to were all satisfied with the way the home is run, staff support and the new manager and confirmed the home is well managed.

Other evidence

The home now has a new manager who is registered with us Care Quality Commission (CQC). The nurse in charge told us he has been with the organisation for a while and managed other locations.

Staff spoken to feel they are well supported by the manager and when spoken to confirmed this.

Our judgement

We found that there was compliance with this outcome. Preston Private Nursing Home is well managed and this ensures the smooth running of the home.

What is a review of compliance?

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

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

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

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

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

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

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

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

Information for the reader

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA