

Appendix B

Provider Name	Location	Weblinks	Location Org Type	Report Date	Inspection Date	Rating
King Edwards Medical Centre	1 King Edwards Road	http://www.cqc.org.uk/location/1-583969135	GP	12/11/15	07/10/15	Good
Liberty Centre UK	Liberty Centre Dagenham	http://www.cqc.org.uk/directory/1-160181244	Social Care Org	30/10/15	15-17/09/15	Good
Orchard Care Homes Ltd	Alexander Court	http://www.cqc.org.uk/directory/1-312323157	Social Care Org	20/10/15	28-29/05/15	Requires Improvement
<p>Orchard Care Homes Ltd Comments / Summary</p> <p>Safe: Inadequate Infection control not adequate. Premises found to be dilapidated in areas and in need of renovation. Staffing levels were found to be unacceptable.</p> <p>Effective: Requires Improvement Staff training is not consistent or adequate.</p> <p>Caring: Requires Improvement People did not always feel cared for by some of the staff.</p> <p>Responsive: Requires Improvement Peoples preferences were not always taken into account.</p> <p>Well Led: Requires Improvement Record keeping inadequate. Inability to identify their own issues and resolve them.</p> <p>Action: The provider suspended placements to the home in order to deal with issues and make satisfactory improvements in accordance with the expectations of CQC and LBBB. The provider has now met these and is accepting placements, however monitoring by us has increased and we are working with the provider to support sustaining the continuous improvements that need to be made in the home.</p>						
Triangle Community Services Ltd	Harp House	http://www.cqc.org.uk/directory/1-189037034	Social Care Org	30/11/15	14/10/15	Required Improvement
<p>Triangle Community Services Ltd Comments / Summary</p> <p>Safe: Requires Improvement No comprehensive risk assessments carried out. Failure to notify CQC of abuse allegations.</p>						

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<p>Effective: Good Caring: Good Responsive: Good Well Led: Requires Improvement</p> <p>Own quality assurance systems are inadequate. Service manager not registered with CQC.</p> <p>Action: LBBB have increased their monitoring and supporting the provider to meet the requirements of the CQC action plan. LBBB are also monitoring serious incident notifications to ensure that they are being forwarded to CQC as per regulations.</p>						
Chosen Services	Homecare Provider all ages	http://www.cqc.org.uk/directory/1-228962162	Social Care Org	03/11/15	29-30/09/15	Requires Improvement
<p>Chosen Services Comments / Summary</p> <p>Safe: Requires Improvement Inadequate risk assessments. Issues with recording medicine assistance.</p> <p>Effective: Requires Improvement Issues with consistency and updating of staff training.</p> <p>Caring: Good</p> <p>Responsive: Requires Improvement Care Plans not person centered.</p> <p>Well Led: Requires Improvement Not adequately identifying deficiencies in systems including not identifying risk assessing and care planning was below standard.</p> <p>Action: Telephone spot checks carried out with 2 clients receiving services from this provider. Both are happy with the service and the carers, they have no wish to change provider at this time.</p> <p>We will continue to monitor and ensure both clients are receiving a quality service, they are aware that they can change to a different provider at any time if dissatisfied.</p>						