

Appendix B – 206/17 Q2 CQC Inspections

Provider Name	Location	Weblinks	Org Type	Report Date	Inspection Date	Rating	Comments / Summary
Chestnut Court	Chestnut Court	http://www.cqc.org.uk/sites/default/files/new_reports/INS2-2456809832.pdf	Social Care Org	18/07/2016	26/04/2016 - 27/04/2016	Requires improvement	Safe – Concerns were raised around medicine administration and management. Effective – CQC found that there were inadequate arrangements around training, appraisals and supervision of staff. Caring – Some concerns were raised by CQC around the way in which staff communicated with service users and that they were not always treated with respect and dignity. Responsive – Care plans were not regularly reviewed and there were a lack of activities in place. Well-Led – Effective systems were not in place to monitor quality assurance.
Lynwood	Lynwood	http://www.cqc.org.uk/location/1-114143405	Social Care Org	25/08/2016	14/07/2016 and 18/07/2016	Requires Improvement	Safe (inadequate) – The CQC report found that medications were not administered safely, service users were at risk of harm when moving around and no risk assessment was in place. Effective (requires improvement) – CQC found that staff did not always receive adequate training and supervision to support their role. Caring (requires improvement) – CQC found that there was a lack of knowledge regarding people who are gay, bisexual, transgender within the service). Responsive (requires improvement) - CQC found that there was a lack of appropriate weekend activities for residents. Well-led (requires improvement) – CQC detailed that there was no effective systems to audit the quality of service and staff had mixed views about the leadership of the service.
Caronne Care Ltd	Caronne Care Ltd	http://www.cqc.org.uk/location/1-2147273379	Social Care Org	25/08/2016	07/07/2016 - 08/07/2016	Requires Improvement	Caring: Good Effective: Good Responsive: Good Safe – Concerns were raised by CQC around the lateness of staff to people's homes. Well-Led – The CQC found that quality assurance systems were not always robust and that notifications were not being sent to the CQC as required by the regulations.
Three Sisters Care Ltd	Three Sisters Care	http://www.cqc.org.uk/location/1-503749931	Social Care Org	10/08/2016	22/06/2016	Requires Improvement	Safe – Concerns were raised around safer recruitment processes and medicines were not appropriately recorded and checked. Effective – The CQC reported issues around staff training, particularly around the Mental Capacity Act. Responsive – Although care plans contained detailed information about people's needs, preferences and wishes, the CQC felt that the plans did not always reflect the support that people received. Well-Led - Managers did not have sufficient audit systems in place to ensure high quality care was provided. Caring: Good
MNS Care Plc	Hanbury Court Care Centre	http://www.cqc.org.uk/location/1-119099319	Social Care Org	19/02/2016	21/01/2016	Requires Improvement	Safe (inadequate) – TheCQC found that medications were not always administered safely, and that people were at risk of harm during moving and handling. Inadequate staffing level to meet the needs of the people who use the service. Effective (requires improvement) – Staff did not receive adequate training, appraisals and supervision to enhance their role. Caring (requires improvement) - Staff did not treat residents with respect and dignity and there was a lack of knowledge around individuals identifying as gay, lesbian, bisexual and transgender. Responsive (requires improvement) – Care plans were not always detailed or regularly reviewed. Well-Led (requires improvement) – There were no effective systems in place to monitor the quality of the service provided. Staff had mixed views about the leadership and staff culture of the home.

Dagenham Road - Outlook Care	Dagenham Road - Outlook Care	http://www.cqc.org.uk/sites/default/files/new_reports/INS-2-2460243462.pdf	Social Care Org	19/07/2016	10/05/2016	Good	Safe: Good Effective: Good Caring: Good Responsive: Good Well Led: Good
London Borough of Barking and Dagenham	Gascoigne Road Care Home (80 Gascoigne)	http://www.cqc.org.uk/sites/default/files/new_reports/INS-2-2460817922.pdf	Social Care Org	08/08/2016	28/06/2016 - 29/06/2016	Good	Safe: Good Effective: Good Caring: Good Responsive: Good Well Led: Good
Barchester Healthcare Homes Limited	Park View	http://www.cqc.org.uk/location/1-125861732	Social Care Org	05/08/2016	09/06/2016 - 10/06/2016 and 16/06/2016	Good	Safe: Good Effective: Requires improvement Caring: Good Responsive: Good Well Led: Good
Rose Lane Dental Surgery	129 Rose Lane	http://www.cqc.org.uk/location/1-1413667912	Dentist	03/08/2016	20/07/2016	N/A	The practice was found to now be providing safe care in accordance with the relevant regulations. The practice was found to now be providing well-led care in accordance with the relevant regulations.
Dr DP Shah's Practice	Parkview Medical Centre	http://www.cqc.org.uk/location/1-559775380	Doctors/GPs	23/06/2016	18/04/2016	Good	Safe: Good Effective: Good Caring: Good Responsive: Good Well Led: Good
Dr Gurkirit Kalkat	Thames View Health Centre	http://www.cqc.org.uk/location/1-551125553	Doctors/GPs	19/07/2016	17/05/2016	Good	Safe: Good Effective: Good Caring: Good Responsive: Good Well Led: Good
Heathway Medical Centre	Broad Street Resource Centre	http://www.cqc.org.uk/location/1-2687718289	Doctors/GPs	01/09/2016	26/05/2016	Inadequate	Safe: Inadequate Effective: Inadequate Caring: Requires improvement Responsive: Requires improvement Well Led: Inadequate
Dr Hamilton-Smith And Partners	Chadwell Heath Health Centre, Ashton Gardens	http://www.cqc.org.uk/location/1-609934909	Doctors/GPs	05/09/2016	05/05/2016 and 26/06/2016	Requires improvement	Safe: Requires improvement Effective: Requires improvement Caring: Good Responsive: Requires improvement Well Led: Requires improvement
Dr KM Al-Kaisy Practice	Urswick Medical Centre	http://www.cqc.org.uk/location/1-529661202	Doctors/GPs	06/09/2016	17/05/2016	Requires improvement	Safe: Requires improvement Effective: Requires improvement Caring: Good Responsive: Good Well Led: Good
Dr R Chibber's Practice	7 Salisbury Avenue	http://www.cqc.org.uk/location/1-538798433	Doctors/GPs	23/09/2016	06/09/2016	Good	Are services safe?: Good
Dr KP Kashyap's Practice	Marks Gate Health Centre	http://www.cqc.org.uk/location/1-542613277	Doctors/GPs	29/09/2016	16/12/2015	Good	Safe: Good Effective: Good Caring: Good Responsive: Good Well Led: Good