

## Appendix C - Overview of CQC Inspections published in 2014/15 Quarter 1

Weblinks	Location Organisation Type	Report Date	Inspection Date	Result	Comments / Summary
<a href="http://www.cqc.org.uk/directory/1-101668892">http://www.cqc.org.uk/directory/1-101668892</a>	Social Care Org	Inspection Report published 10/04/2014	24-Feb-14	All standards met	
<a href="http://www.cqc.org.uk/directory/1-164893164">http://www.cqc.org.uk/directory/1-164893164</a>	Social Care Org	Inspection Report published 23/04/2014	23-Dec-13 & 3-Jan-14	0/5 standards met	<p><b>Report Standards not met:</b>            Standard 1, Outcome 2: Consent to care and treatment - Enforcement action taken            Standard 2, Outcome 4: Care and welfare of people who use services - Enforcement action taken            Standard 3, Outcome 7: Safeguarding people who use services from abuse - Enforcement action taken            Standard 3, Outcome 9: Management of medicines - Action needed            Standard 4, Outcome 12: Requirements relating to workers - Action needed            Standard 5, Outcome 16: Assessing and monitoring the quality of service provision - Enforcement action taken            Standard 5, Outcome 20: Notification of other incidents - Action needed            Standard 5, Outcome 21: Records - Action needed</p> <p>CQC carried out this unannounced inspection in response to concerns that one or more of the essential standards of quality and safety were not being met. The provider assessed people's needs on admission. However, people's progress was not regularly reviewed and people's needs were not always being met. For example, some people had not received one-to-one support from a member of staff although they had been assessed as needing this. CQC also found that the home's procedures for recording and administering medicines were not being followed by staff. CQC could not be sure that people were taking their medicines as prescribed. Some people using the service experienced profound learning disabilities affecting their capacity to consent to care. The provider had not documented people's consent and could not demonstrate that people's mental capacity had been formally assessed when appropriate. CQC found that the staff were not always clear about safeguarding arrangements and when to raise an alert. Some of the home's procedures and checks, for example around managing people's money, did not adequately safeguard people from the risk of abuse. The managers had identified a number of key risks and were taking action to address these. However the provider's systems to recruit staff and monitor the quality of care in the home were not robust and placed people using the service and staff at risk.</p> <p>CQC have asked the provider to send them a report by 26 April 2014, setting out the action they will take to meet the standards. CQC will check to make sure that this action is taken. CQC have also referred their findings to Local Authority: Safeguarding and will check to make sure that action is taken to meet the essential standards. CQC have taken enforcement action against Sahara Parkside to protect the health, safety and welfare of people using this service.</p> <p>Current status (31.07.2014): CQC have reassessed Sahara Parkside Limited as meeting all 5 standards</p>
<a href="http://www.cqc.org.uk/directory/1-189037049">http://www.cqc.org.uk/directory/1-189037049</a>	Social Care Org	Inspection Report published 08/05/2014	10-Apr-14	All standards met	
<a href="http://www.cqc.org.uk/directory/1-146917848">http://www.cqc.org.uk/directory/1-146917848</a>	Social Care Org	Inspection Report published 16/05/2014	10-Apr-14	All standards met	

Weblinks	Location Organisation Type	Report Date	Inspection Date	Result	Comments / Summary
<a href="http://www.cqc.org.uk/directory/1-731726527">http://www.cqc.org.uk/directory/1-731726527</a>	Social Care Org	Inspection Report published 20/05/2014	25-Apr-14	4 out of 5 standards met	<p>Standard not met: 5) Quality and suitability of management People's personal records, including medical records, should be accurate and kept safe and confidential (outcome 21)</p> <p>During the course of the inspection CQC asked to see various records. They found records in place relating to staff recruitment and training, policies and procedures and quality assurance processes. However, not all required records were in place. For example, there was no plan of care in place for one of the people who used the service and there was no record of any notifications to the Care Quality Commission (CQC). The manager said that on two occasions the service had reported incidents to the police and on another occasion they had reported a safeguarding allegation to the local authority. The provider is required to notify the CQC of these events and had not done so.</p> <p>Current status (13.08.2014): Awaiting update from CQC</p>
<a href="http://www.cqc.org.uk/directory/1-559160107">http://www.cqc.org.uk/directory/1-559160107</a>	Primary Medical Services	Inspection Report published 20/06/2014	25-Apr-14	2 out of 5 standards met	<p>Standard not met: 1) Treating people with respect and involving them in their care - Respecting and involving people who use services People's privacy, dignity and independence were not always respected. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.</p> <p>Standard not met: 2) Providing care, treatment and support that meets people's needs - Care and welfare of people who use services People should get safe and appropriate care that meets their needs and supports their rights Care and treatment was planned and delivered in a way that was intended to ensure people's safety and welfare with the exception of the management of patients on methotrexate.</p> <p>Standard not met: 5) Quality and suitability of management - Complaints People should have their complaints listened to and acted on properly There was an ineffective complaints system available.</p> <p>Current status (13.08.2014): Awaiting update from CQC</p>
<a href="http://www.cqc.org.uk/directory/1-811281854">http://www.cqc.org.uk/directory/1-811281854</a>	Social Care Org	Inspection Report published 28/06/2014	18-Feb-14	<b>All standards met</b>	