

Provider Name	Location Name	Weblinks	Location Org Type	Report Date	Inspection Date	Result	Comments / Summary
Chosen Services UK Limited	Chosen Services UK Limited	http://www.cqc.org.uk/directory/1-228962162	Social Care Org	Inspection Report published 10	11-Sep-14	All standards met	
Abbeyfield East London Extra Care Society Limited	The Abbeyfield East London Extra Care Society Limited	http://www.cqc.org.uk/directory/1-112951275	Social Care Org	Inspection Report published 11 October 2014	21-Jul-14	3 out of 5 standards met	<p>Action needed:</p> <ul style="list-style-type: none"> - Safeguarding people who use services from abuse - Cleanliness and infection control - Assessing and monitoring the quality of service provision <p>There were sixty staff working in the home, however two thirds had not completed safeguarding training. This meant staff were unable to identify the different types of abuse and respond appropriately to safeguarding concerns.</p> <p>It was also noted that two thirds had not completed infection control training. Staff were unable to identify the different types of infection and respond appropriately to infection control precautions to minimise cross- infection.</p> <p>The provider carried out an annual satisfaction survey but did not evaluate the responses. The provider did not have procedures in place to assess and monitor the quality of service provided to people living in George Brooker House. This meant there were no means of assessing the quality of the service</p>
Bennetts Castle Care Centre	Bennetts Castle Limited	http://www.cqc.org.uk/location/1-117294310	Social Care Org	Inspection Report Published 23 January 2015	01-Oct-14	4 out of 5 standards met	<p>Action needed:</p> <ul style="list-style-type: none"> - Promote and practice safe service - Safe storage and administering of medication <p>The Service was not always safe. Medicines were not always stored and administered safely. The service had procedures in place for dealing with safeguarding allegations and staff understood their responsibilities with regard to safeguarding adults.</p> <p>Risk assessments were in place which set out how to manage and reduce the risks people faced. People that exhibited behaviours that challenged the service were given appropriate support.</p> <p>The service has enough staff to meet people's needs.</p>

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Anytime Care 2020	Anytime Recruitment Limited	http://www.cqc.org.uk/sites/default/files/new_reports/AAAB7721.pdf	Social Care Org	Inspection Report Published 05 February 2015	16-Dec-14	All standards met	
Fern Care Services Ltd	Fern Care Service Limited	http://www.cqc.org.uk/sites/default/files/new_reports/AAAA2344.pdf	Social Care Org	Inspection Report Published 12 February 2015	24-Jul-14	4 out of 5 standards met	<p>Action Needed: - Formal appraisals for staff to be met.</p> <p>The service was not always effective. Annual appraisals were not being performed which meant care staff were not being formally appraised for the quality of their work.</p> <p>People's care plans were detailed and people told us they were followed by care staff. Care staff told us they recieved regular training and supervision which further monitored whether people were getting effective care.</p>

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Life Style Care (2011) plc	Alexander Court Care Centre	http://www.cqc.org.uk/sites/default/files/new_reports/AAAA1173.pdf	Social Care Org	Inspection Report Published 16 March 2015	28-Apr-14	Inspection found 6 breaches of The Health and Social Care Act	<p>The Provider must send a CQC Report that says what actions they are going to take to meet these essential standards. (No date provided)</p> <p>Regulations:</p> <ol style="list-style-type: none"> 1. Care and Welfare of service users 2. Safeguarding service users from abuse 3. Cleanliness and infection control 4. Meeting nutritional needs 5. Safety and suitability of premises 6. Respecting and involving Service users <p>Staff knew how to recognise how to keep Service Users safe but some staff when unaware of the provider's whistleblowing policy.</p> <p>People were not protected from the risks of inadequate nutrition and dehydration.</p> <p>Identified good interactions between Service users and staff, however, some people were not treated with consideration and respected or involved in decisions relating to their care of treatment. Rushed and task focused.</p> <p>People were not always protected against the risks of receiving inappropriate or unsafe care.</p>
Liberty Centre Limited	Liberty Centre	http://www.cqc.org.uk/directory/1-160181244	Social Care Org	Inspection Report Published 31 March 2015	19&20-Jan-15	Overall Inadequate	<p>Out of 5 Standard:</p> <p>Is the service safe?: Inadequate Is the service effective?: Requires Improvement Is the service caring?: Requires Improvement Is the service responsive?: Requires Improvement Is the service well-led?: Inadequate</p> <p>The enforcement action taken: Served a warning notice and the provider was told they must become compliant with the Regulations by 29th May 2015.</p>