# Appendix 1: Quarter 4 (2015/16) CQC Inspection Reports Summary

<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Location</th>
<th>Link to report</th>
<th>Report Date</th>
<th>Inspection Date</th>
<th>Rating</th>
<th>Comments / Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faircross</td>
<td>Faircross 102</td>
<td><a href="http://www.cqc.org.uk/directory/1-1884064402">http://www.cqc.org.uk/directory/1-1884064402</a></td>
<td>12/02/2016</td>
<td>30/12/2015</td>
<td>Good</td>
<td></td>
</tr>
<tr>
<td>LB Barking and Dagenham</td>
<td>George Crouch Centre</td>
<td><a href="http://www.cqc.org.uk/directory/1-1884064402">http://www.cqc.org.uk/directory/1-1884064402</a></td>
<td>11/02/2016</td>
<td>23&amp;26/10/2015</td>
<td>Good</td>
<td></td>
</tr>
<tr>
<td>Diversity Health and Social Care Limited</td>
<td>Diversity Health and Social Care Limited</td>
<td><a href="http://www.cqc.org.uk/directory/1-2001163039">http://www.cqc.org.uk/directory/1-2001163039</a></td>
<td>10/03/16</td>
<td>16/02/16</td>
<td>Good</td>
<td></td>
</tr>
<tr>
<td>Triangle Community Services</td>
<td>Darcy House</td>
<td><a href="http://www.cqc.org.uk/directory/1-1698526332">http://www.cqc.org.uk/directory/1-1698526332</a></td>
<td>06/01/16</td>
<td>02/11/15</td>
<td>Requires improvement</td>
<td>CQC rated requirements after an inspection in November 2015 as: Safe: Requires improvement Failure to notify CQC of safeguarding allegations Effective: Good Caring: Requires Improvement Staffing levels not sufficient to meet needs and provide respectful care Responsive: Good Well Led: Good Action: CQC action plan in place, improvements have been made in both areas and LBBD will continue to monitor the provider.</td>
</tr>
<tr>
<td>Elora House</td>
<td>Elora House</td>
<td><a href="http://www.cqc.org.uk/directory/1-146917848">http://www.cqc.org.uk/directory/1-146917848</a></td>
<td>11/01/15</td>
<td>08&amp;15/12/15</td>
<td>Requires improvement</td>
<td>CQC rated requirements after an inspection in December 2015 as: Safe: Requires improvement No comprehensive risk assessments carried out;</td>
</tr>
<tr>
<td>Provider Name</td>
<td>Action Text</td>
<td>Check Date</td>
<td>Date</td>
<td>Overall Rating</td>
<td>Details</td>
<td></td>
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</tbody>
</table>
| Rupaal Care and Training | Staff did not have criminal records checks  
Effective: Requires improvement  
Staff training not up to date or regular  
Caring: Good  
Responsive: Good  
Well Led: Requires Improvement  
Own quality assurance systems were inadequate | | 19/02/16 | 21/01/2016 | Requires Improvement | CQC rated requirements after an inspection in January 2016 as:  
Safe: Requires Improvement  
Medicines not always administered or monitored safely; Staff recruitment procedures were not robust  
Effective: Requires Improvement  
Lack of staff training and knowledge around the Mental Capacity Act  
Caring: Good  
Responsive: Good  
Well Led: Requires Improvement  
Poor record management about the running of the service; Own quality assurance systems were inadequate |  
Action: LBBD Quality Assurance Officer visited the home after the report was released. The provider had made improvements and was working to implement all the action plan requirements within a timeframe set by CQC.  
Rupaal Care and Training Ltd  
http://www.cqc.org.uk/directory/1-473061854 |
<table>
<thead>
<tr>
<th>Br3akfree Limited</th>
<th>Br3akfree Limited</th>
<th><a href="http://www.cqc.org.uk/directory/1-2161237091">http://www.cqc.org.uk/directory/1-2161237091</a></th>
<th>07/03/16</th>
<th>05/02/16</th>
<th>Requires Improvement</th>
</tr>
</thead>
</table>
| CQC rated requirements after an inspection in February 2016 as: **Safe**: Requires Improvement  
**Procedures for recruiting staff were not robust**  
**Effective**: Good  
**Caring**: Good  
**Responsive**: Good  
**Well Led**: Requires improvement  
**Own quality assurance policy and procedures not followed**  
**Action**: LBBBD Quality Assurance increased monitoring and determined that action plan is completed – fed back to CQC. |