<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Location</th>
<th>Weblinks</th>
<th>Location Org Type</th>
<th>Report Date</th>
<th>Inspection Date</th>
<th>Rating</th>
<th>Comments / Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>R Hart Care</td>
<td>Hart Lodge</td>
<td><a href="http://www.cqc.org.uk/directory/1-127130055">http://www.cqc.org.uk/directory/1-127130055</a></td>
<td>Social Care Org</td>
<td>21/04/15</td>
<td>26/11/14</td>
<td>Good</td>
<td>Nursing Home – Dementia Safe – Inadequate Risk assessment unclear and medicines not always administered or monitored safely. Staff training not up to date, some staff had not completed safeguarding training. Overall staffing inadequate for size of the home. Effective – Inadequate Again staff not received adequate training. Care planning and monitoring of dietary requirements inadequate. Caring – Good People were treated with dignity, respect and kindness Responsive – Requires Improvement People were not protected from unsafe and inappropriate care as adequate training and monitoring not in place. Complaints</td>
</tr>
<tr>
<td>Care UK Community Partnerships</td>
<td>Cherry Orchard</td>
<td><a href="http://www.cqc.org.uk/directory/1-469602584">http://www.cqc.org.uk/directory/1-469602584</a></td>
<td>Social Care Org</td>
<td>28/04/15</td>
<td>14, 17 &amp; 24/11/14</td>
<td>Requires Improvement</td>
<td></td>
</tr>
</tbody>
</table>
procedures insufficient.

**Well led – Requires Improvement**

Notifications not sent to CQC regarding DoLs applications. Staff levels and training not sufficient or monitoring of care plans and administration of medicines.

9 Breaches of the Health & Social Care Act 2008

Warning Notice Issued

Actions:

- CQC action plan in place.
- Care UK suspended accepting placements at Cherry Orchard whilst working towards meeting the requirements of the action plan.
- New management personnel and structure is now in place.
- QA monitoring increased to support provider
- NELFT safeguarding investigation to be concluded

If progress of improvements is satisfactory to all involved partners and stakeholders (CCG, NELFT, LA) the lifting of the
<table>
<thead>
<tr>
<th>Provider Name</th>
<th>Address</th>
<th>Website</th>
<th>Provider Type</th>
<th>Date</th>
<th>Outcome</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lodge Group Care Ltd</td>
<td>Strathfield Gardens</td>
<td><a href="http://www.cqc.org.uk/directory/1-811281854">http://www.cqc.org.uk/directory/1-811281854</a></td>
<td>Social Care Org (0-18 years)</td>
<td>08/05/15</td>
<td>Good</td>
</tr>
<tr>
<td>Triangle Community Services Ltd</td>
<td>Fred Tibble Court</td>
<td><a href="http://www.cqc.org.uk/directory/1-189037049">http://www.cqc.org.uk/directory/1-189037049</a></td>
<td>Social Care Org</td>
<td>02/06/15</td>
<td>09/04/15</td>
</tr>
<tr>
<td>Dr Simon Haskell</td>
<td></td>
<td><a href="http://www.cqc.org.uk/directory/1-517744260">http://www.cqc.org.uk/directory/1-517744260</a></td>
<td>GP</td>
<td>04/06/15</td>
<td>Good</td>
</tr>
</tbody>
</table>

providers imposed suspension will be considered. The provider is awaiting a follow up visit from CQC to review the action plan.

For Abbeyfield East London Extra Care Society Limited:
- Residential home with extra care services for people over 65
- **Safe** – Inadequate
- Poor administration of medicines and inadequate infection control.
- Risk assessments not completed.
- **Effective** – Requires Improvement
- Staff training not up to date.
- No regular supervision or appraisals carried out with staff.
- Lack of line management structure.
- **Caring** – Good
- People are treated with dignity, respect and are listened to.
- **Responsive** – Requires
improvement
No adequate protection in place against unsafe inappropriate care or monitoring of medical conditions and administering of medicines.

**Well led** – Inadequate
Notifications not sent to CQC. Views were not observed regarding the services being delivered. Records not easily accessible. Lack of appropriate line management or structure.

10 breaches of the Health & Social Care Act 2008
Warning notice issued

Actions:

- Risk assessments carried out by social work staff on service users. All service users safe and happy with the care being provided
- QA monitoring increased to support provider
- Deputy Manager now taken over management responsibilities and implementing improvements
- CQC review visit due in September