

Agency	Address	Telephone No.	Contact	DATES OF LBB MONITORING VISITS					OO visits	No of SU (Nov 2013)	Date of last CQC inspection	CQC INSPECTION SUMMARY OF FINDINGS					Comments
				Q1	Q2	Q3	Q4	Standards of treating people with respect and involving them in their care				Standards of providing care, treatment & support which meets people's needs	Standards of caring for people safely & protecting them from harm	Standards of staffing	Standards of management		
ACSC Ltd (Advanced Care & Support in the Community)	18 Boone Street, Lewisham, SE13 5SB	020 8318 9107	Dariusz Motyka		12/07/2013		10/03/2014	July	65	Mar-13						People's personal records, including medical records, should be accurate and kept safe and confidential (outcome 21)	
Ark Home Healthcare	22 Shand Street, London SE1 2ES	0845 034 0883	Hayley Davies, Elaine Clarke			28/11/2013		March Nov	43	Oct-13					X		
Allied Healthcare (Bromley)	3rd Floor, Leonard House, 7 Newman Road, Bromley BR1 1RJ	020 8313 9532	Mandy Bayes, Elizabeth Watson	04/06/2013			27/01/2014		70	May-13							
Always Caring	14 Letchworth Drive, Bromley BR2 9BE		Mary Johnson		08/08/2013		12/02/2014	Aug	5	May-13							
Bridges Healthcare	Wells House, 15 Elmfield Road, Bromley, BR1 1LT	020 8468 7888	Sarah Clements, James Williamson	16/04/2013		18/12/2013			59	Nov-13							
BS Homecare	Unit 10, 11 Wellesley Road, Norfolk House, Croydon, Surrey, CR0 1LH	020 8649 8333	Shorai Udia		07/08/2013		27/02/2014	Aug	4	Oct-13							
Carby Community Care	186 Inchmery Road, London SE6 1DF	020 8461 5091 / 07961 118524	Joan Carby-Roye, Sabrina Roye	21/05/2013			15/01/2014		37	Nov-13							
Care Matters UK Ltd	13a Crayford High Street, Crayford, Kent, DA1 4HH	01322 522440	Jan Perren (Director), Nicola Noble (Director), Mandy Howes (Manager), Frances Harvey / Julie				10/01/2014		3	Jul-13							
Care Outlook	116 Greenwich South Street, London SE10 8UN	020 8691 9595	Julie Couling, Magda Trepczynska		16/07/2013		06/03/2014		22	Mar-12							
Care UK	3rd Floor, Crowne House, 56-58 Southwark Street, London, SE1 1UN	0333 999 2567 / 07919 535993	Nick Barker	30/05/2013		09/12/2013		April Nov	44	Feb-13					X		Improvements required People's personal records, including medical records, should be accurate and kept safe and confidential (outcome 21)
Caremark Bromley	International House, Cray Road, St Mary Cray, Orpington, BR5 3RS	01689 825305	Rosemarie Duncan, Sharon Dhillon		09/08/2013		17/01/2014	Aug Oct	109	May-13							
Carewatch	Roberts Mews, High Street, Orpington, Kent, BR6 0JP	(01689) 897774			06/08/2013		03/03/2014	Aug	67	Nov-13							
Daret	Anerley Business Centre, Anerley Road, Penge, SE20 8BD	020 8676 5678	Mr Habeeb				31/01/2014		11	Nov-13							
Eleanor Nursing & Social Care	404 Lewisham High Street, London SE13 6LJ	020 8690 1911	Gill Excell (Registered Manager)			21/11/2013			12	Apr-13							
MiHomeCare (formerly Enara)	118 - 122 High Street, Welling, DA16 1TJ	020 8301 9240	Jan Errington				29/01/2014		17	Sep-13							
Eternal Care	11 The Mound, William Barefoot Drive, Mottingham, SE9 3BA	020 8857 0919 / 07958 418008	Claire-Jane Bell, Winnie Etebe	22/05/2013			10/02/2014		25	Feb-13							
Guardian Homecare	207 County House, 221-241 Beckenham Road, Beckenham, BR3 4UF	020 8768 8650	Chris Finch / Sue Wheeler		28/08/2013		27/02/2014	July	20	May-13							

Harmony Home Aid Services Ltd	Unit A2, Broomleigh Business Park, Worsley Bridge Road, Lower Sydenham, SE26 5BN	020 8698 9911	Miranda Ofori / Damian Simon	19/04/2013	18/07/2013 27/08/13	17/03/2014	April	18	Mar-13								
Kentish Home Care	9 Kelsey Park Road, Beckenham, BR3 6LH	020 8658 4455	Jenny Blackaby / Donna Hider / Chelsie Hider			23/01/2014		47	Sep-13								
Mackleys		020 8289 2817		04/04/2013	10/09/2013	06/12/2013		9	May-13								
Mears Care	Crown Meadow Court, 23 Brosse Way, Bromley, BR2 8FE	020 8462 1006	Sue Bell (Manager), Jenny Stamp (Admin)					0	Nov-13								
Plan Care	53 Deptford Broadway, London SE8 4PH	020 8692 2626 / 07545 733765	Kevin Burke (Area Manager), Sadea Akhtar (Reg'd Manager)		11/07/2013	13/03/2014		6	Sep-13								
Sevacare	Unit 22, Cannon Wharf Business Centre, Deptford, London SE8 5RT	020 7394 4379	Mary Ogbe, Tracey Sneeedy		11/07/2013	16/12/2013		12	Apr-13								
Surecare (now t/a HomeCare Bromley)	Chatterton Works, Chantry Lane, Bromley, BR2 9QL and from 14 May 2013	020 8290 9597	Samantha Blatt, Rohan 020 8290 9595		13/08/2013	06/02/2014	Sept	180	Nov-12								
The Link Care Nursing Agency	Media House, 99 High Street, Orpington, BR6 0LG	01689 898840	Zeenat Nuruddin		02/09/2013	20/03/2014	Oct	20	Nov-12								
Verilife	363 Southborough Lane, Bromley, BR2 8BQ	020 3141 9290	Petra Prince, Yasemin Toysan			05/12/2013	May	93	Aug-13								X
Westminster Homecare	Premier House, 4 Cobden House, Wimpole Close, Bromley, BR2 9JF from 22 April 3rd Floor 63 Croydon Road SE20 7TS	020 8466 5440 from 22 April 020 8676 9475	Glenn Byford		02/07/2013	03/02/2014	June July	96	Dec-12								
Extra Care Housing Schemes:																	
Mears Care	Crown Meadow Court, 23 Brosse Way, Bromley, BR2 8FE	020 8462 1006	Sue Bell (Manager), Jenny Stamp (Admin)	15/05/2013	25/09/2013				Nov-13								
Sanctuary	Regency Court, 14 Mackintosh Street, Bromley BR2 9GL	0208 460 3142	Kay Wale-Ajasa, Extra Care Manager	30/04/2013 30/05/2013 11/06/2013	08/07/2013 30/07/2013 11/09/2013	14/10/2013 21/10/2013			Dec-13								
Sanctuary	Sutherland Court			13/05/2013 18/06/2013		13/11/2013			Dec-13								

CQC has warned Mackley Home Care Limited that they must make immediate improvements. This page will be updated to reflect this as soon as possible.

Improvements Required: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care (outcome 16)

People should be cared for by staff who are properly qualified and able to do their job (outcome 12)

	All areas of this standard are being met.
X	At least one standard in this area was not being met when we last checked and CQC required improvements.
X	At least one standard in this area was not being met when we last checked and CQC has taken enforcement action.
Blank	Homes without ticks or crosses have not yet been inspected by the CQC (or report not yet published) since last star rating.