

AGENCIES WITH CURRENT SUSPENSIONS	NON FRAMEWORK PROVIDERS	DATES OF LBB MONITORING VISITS										CQC INSPECTION SUMMARY OF FINDINGS					Previous CQC report	Comments								
		Q1	Q2	Q3	Q4	QO visits	No of LBB placed SU's (8th Dec 11)	No of LBB placed SU's (1st May 12)	No of SU (Nov 2013)	No of SU (May 2014)	No of SU (Dec 2014)	Date of last CQC inspection	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	Beverley Wilks		07/08/2014						7	6	65	78	75	Jan-14										
Ark Home Healthcare	22 Shand Street, London SE1 2ES	0845 034 0883	Hayley Davies, Elaine Clarke								3	3	43	0	0	May-14									Oct 2013 4 ticks 1 grey cross	People should be given the medicines they need when they need them, and in a safe way (outcome 9) The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care (outcome 16)
Allied Healthcare (Bromley)	3rd Floor, Leonard House, 7 Newman Road, Bromley BR1 1RJ	020 8313 9532	Mandy Bayes, Elizabeth Watson	23/06/2014		07/11/2014					11	13	70	50	37	Mar-14										
Bridges Healthcare	Wells House, 15 Elmfield Road, Bromley, BR1 1LT	020 8468 7888	Sarah Clements, James Williamson	09/05/2014	2/7/14 30/7/14 & Mtg 28/8/14 & 3/10/14	23/10/2014 Mtg 18/11					12	10	59	48	31	Aug-14									Nov 13 5 ticks	The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care (outcome 16)
BS Homecare	Unit 10, 11 Wellesley Road, Norfolk House, Croydon, Surrey, CR0 1LH	020 8649 8333	Shorai Udia	03/04/2014							2	3	4	3	1	Oct-13										
Carby Community Care	188 Inchmery Road, London SE6 1DF	020 8461 5091 / 07961 118524	Joan Carby-Roye, Sabrina Roye	03/06/2014							2	2	37	50	50	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)	24/06/2014							4	3	3	5	3	Jul-13										
Care Outlook	116 Greenwich South Street, London SE10 8UN	020 8691 9595	Julie Couling, Magda Trepczynska		19/09/2014						14	15	22	36	45	Mar-12										
Care UK	3rd Floor, Crowne House, 56 58 Southwark Street, London SE1 1UN	0333 999 2567 / 07919 539993	Nick Barker	16/05/2014	29/09/2014	17/11/2014					16	17	44	44	36	Jun-14										
Caremark Bromley	International House, Cray Road, St Mary Cray, Orpington, BR5 3RS	01689 825305	Rosemarie Duncan, Sharon Dhillon	25/04/2014 13/6/2014	23/09/2014						8	7	109	139	166	Apr-14									May 13 5 ticks	
Eleanor Nursing & Social Care	10 Falconwood Parade, Welling, DA16 2PL	0208 303 0898	Gill Excell (Registered Manager)		05/09/2014						10	11	12	9	24	Apr-14									Jan 14 4 ticks one grey cross	The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care (outcome 16)
MiHomeCare (formerly Enara)	118 - 122 High Street, Welling, DA16 1TJ	020 8301 9240	Jan Errington	18/06/2014							5	4	17	14	1	Sep-13										
Eternal Care	11 The Mound, William Barefoot Drive, Mottingham, SE9 3BA	020 8857 0919 / 07958 418008	Claire-Jane Bell, Winnie Elebe	11/04/2014	08/07/2014 & ECM check 15/9/14						4	4	25	27	33	Feb-13										
Guardian Homecare	207 County House, 221-241 Beckenham Road, Beckenham, BR3 4UF	020 8768 8650	Chris Finch / Sue Wheeler		9/6/14 17/07/2014						35	37	20	26	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 21/5/14	17/09/2014						1	1	18	18	14	Feb-14										
Kentish Home Care	9 Kelsey Park Road, Beckenham, BR3 6LH	020 8658 4455	Jenny Blackaby / Donna Hider / Chelsie Hider		22/07/2014						4	2	47	53	48	Jan-14										
Mears Care	Crown Meadow Court, 23 Brosse Way, Bromley, BR2 8FE	020 8462 1006	Sue Bell (Manager), Jenny Stamp (Admin)								7	5	0	0	0	Nov-13										
Plan Care	53 Depford Broadway, London SE8 4PH	020 8692 2626 / 07545 733765	Kevin Burke (Area Manager), Sadia Akhter (Reg'd Manager)			25/11/2014					1	1	6	3	3	Sep-13										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)
Sevacare	Unit 22, Cannon Wharf Business Centre, Depford, London SE8 5RT	020 7394 4379	Mary Ogbe, Tracey Sheedy	23/04/2014		03/12/2014					24	21	12	6	8	Jan-14										
Surecare (now t/a HomeCare Bromley)	Chatterton Works, Chantry Lane, Bromley, BR2 9QL and from 14 May 2013	020 8290 9597	Samantha Blatt, Rohan		05/08/2014	ECM check 21/11					2	2	180	182	181	Jul-14									Nov 12 5 ticks	
The Link Care Nursing Agency	Media House, 69 High Street, Orpington, BR6 0LG	01689 898840	Zeenat Nuruddin		31/07/2014						4	6	20	2	36	Dec-13										
Verilife	363 Southborough Lane, Bromley, BR2 8BQ	020 3141 9290	Petra Prince	06/05/2014	11/09/2014						5	6	93	77	115	Dec-13										
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	26/06/2014		12/11/2014					12	10	96	90	77	Jan-14										
Always Caring	14 Letchworth Drive, Bromley BR2 9BE		Mary Johnson	08/04/2014		11/11/2014								5	10	18	May-14								May 13 5 ticks	
Carewatch	Roberts Mews, High Street, Orpington, Kent, BR6 0JP	(01689) 897774	Fleur Hughes		30/09/2014									67	61	72	Nov-13									
Daret	Anerley Business Centre, Anerley Road, Penge, SE20 8BD	020 8676 5678	Mr Habeeb		04/09/2014									11	9	13	Nov-13									
Mackleys		020 8289 2817	Mr Schorfield		23/06/2014						4	5	9	10	9	Mar-14									Dec 12 4 ticks one red cross	
Extra Care Housing Schemes:																										
Mears Care	Crown Meadow Court, 23 Brosse Way, Bromley, BR2 8FE	020 8462 1006	Sue Bell (Manager), Jenny Stamp (Admin)								7	5				Nov-13										
Sanctuary	Regency Court, 14 Mackintosh Street, Bromley BR2 9GL	0208 460 3142	Kay Wale-Ajasa, Extra Care Manager													Dec-13										
Sanctuary	Sutherland Court															Dec-13										

204 199 1094 1050 1116

		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.