

| 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 | QD 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 | 186 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) | |
| MHomeCare (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 ECM check 21/11 | | | | | 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 | | | | | | 2 | 2 | 180 | 182 | 181 | Jul-14 | | | | | | | | | | | | | | Nov 12 5 ticks | |
| The Link Care Nursing Agency | Media House, 99 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 | |
| Carowatch | 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

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| | | 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. |