

	Complaints		Safeguarding		Substantiated		Not Substantiated		Inconclusive		Not Investigated		Ongoing		Neglect and Acts of Omission		Physical		Psychological		Financial		Sexual	
	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18
Registered Care Homes																								
Antokol																								
Archers Point																								
Ashcroft - Bromley			1												1									
Ashglade																								
Ashling Lodge (Closing 2/12/17)																								
Baycroft Grays Farm Road																								
Beechmore Court																								
Blyth House																								
Bromley Park Dementia Nursing Home			2	5	2	2							1	1	5	1								
Burrell Mead																								
Burrows House			4	6	1	2					1	2	3	5		1					1			
Clairleigh NH																								
Coloma Court																								
Elmstead				1		1									1									
Elmwood			5	2		1					1		3		2	2								
Eversleigh Residential Care Home			3												2	1								
Fairlight and Fallowfield			2	4		4								2	4									
Fairmount			1	1							1			1	1									
Florence Nursing Home			6	1									1	6	1									
Foxbridge House			4	3	1				1				1	1	2	2								1
Glebe Court			1	7		1							6		5	1	1							1
Greenhill			2												2									
Homefield				1		1										1								
Homelands																								
Jansondean			7		1										5	2								
Lauriston House			3	1										1	2	2								
Nettlestead			1												1									
Oatlands				2		1								1	2									
Oatleigh			1												1									
Park Avenue			2													2								
Prince George Duke of Kent Court			6	2		1					1				3	1	2	1					1	
Queen Elizabeth House																								
Rowena			6	2		1	1								6	2								
Springfield																								
St Cecilia's			6						1						4				2					
Sundridge Court			1												1									
The Heathers			1																1					
The Sloane																								
Whiteoak Court		1	1	1									1	1	3									
Willett House			3		2	1									3									
Nash College		1														1		1						
Diagrama		1																						
		3	69	39	3	5	4	12	1	1	2	2	0	14	47	37	11	8	4	0	1	0	1	2

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	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18	2016/17	2017/18
Extra Care																								
Sutherland Court			8	6											4	4	2	2			2			
Regency Court	2		6	4											5	4					1			
Crown Meadow Court																								
Norton Court				2									2			2								
Durham Court				1										1										
Apsley Court																								
	2	0	14	13	0	0	0	0	0	0	0	0	0	3	9	10	2	2	0	0	3	0	0	0
Supported Living																								
Avenues			5	4											3	1	1	1			2			
Certitude			3	1											1	1	1				1			
MCCCH			3												3									
Outward	1	2	1	2											1	1		1						
Christies				1											1									
Fitzroy (Selby Housing)				1																				1
The Old Manse				1																				
Bromley Autistic Trust				2											1			1						
	1	2	12	12	0	0	0	0	0	0	0	0	0	0	10	3	2	3	0	0	3	0	0	1