



CARING IN THE COMMUNITY SINCE 1983

## Information about the Care Quality Commission



## The Care Quality Commission

Care Quality Commission (CQC) is an important part of England's care system, set up under the Health and Social Care Act 2008. All providers of health and social care services must register with the CQC.

As the independent regulator of health and adult social care, its role is to ensure that those providing regulated activities comply with the regulations set out in the Health and Social Care Act 2008.

The CQC promotes the rights of people who use services and recognises the importance of empowering people and communities to shape their own care services. CQC has a wide range of powers to take action.

The CQC enforces regulations that Parliament has agreed. The regulations tell us what people using services can expect.

The CQC puts people who use health and social care services at the very centre of what it does, working hard to make sure these views are captured, and those of the many groups who represent them and their carers.

Before the CQC the body that regulated care was called the Commission for Social Care Inspection.

## The essential standards

The CQC has published a document called "Essential Standards for Quality and Safety". This document tells us, and all other providers, what we must do to show that we are providing a good service. The Essential Standards are made up out of "Outcomes", some apply to all services, and some are only relevant to our service.

We have looked at the "Essential Standards of Quality and Safety" and the "Outcomes". We have measured ourselves against these "Outcomes" and are able to show we comply with them.

## Inspections

The CQC inspects all the services that it registers. Usually this involves an inspector visiting our office, looking at our records, speaking with our staff and clients.

We usually get less than 48 hours notice of a scheduled inspection, although sometimes an inspector will arrive unannounced.

If the CQC has received complaints or comments about our service, it may choose to visit us more often.

At the end of the inspection the CQC publishes a report about the service which is available on the website. We link to the report from our website. You can ask us for a paper copy if you prefer.

# The inspection report

Once the visit has been completed the CQC writes a report. The report sets out the findings of the inspection, explaining why and how the inspection was carried out.

The inspector will judge whether or not a service is "compliant" with the standards that have been assessed. If the inspector has identified a standard where the service is "not compliant" the inspector will make a judgment about the seriousness of the issue. For a minor issue, the CQC will tell a provider to change the way it works. The provider has to show the CQC that it has made the required changes.

For more serious problems, the CQC can take enforcement action. These enforcement powers include issuing a warning notice; restricting or suspending the services a provider can offer, or the number of people it can care for; issuing fines and formal cautions; in extreme cases, cancelling a provider or managers registration or prosecuting a manager or provider.

## Crofton Care Partnership

**We are currently reviewing this service**



49 Cuckoo Lane, Stubbington, Fareham, Hampshire, PO14 3PE (01329) 663984

Provided by: Crofton Care Partnership

**CQC checks** (Latest report published on 25 June 2013)

- ✓ Treating people with respect and involving them in their care
- ✓ Providing care, treatment & support that meets people's needs
- ✓ Caring for people safely & protecting them from harm
- ✓ Staffing
- ✓ Management



**We are the regulator:** Our job is to check whether hospitals, care homes and care services are meeting essential standards.

### Crofton Care Partnership

49 Cuckoo Lane, Stubbington, Fareham, PO14 3PE Tel: 01329663984

Date of Inspection: 24 January 2013 Date of Publication: June 2013

We inspected the following standards as part of a routine inspection. This is what we found:

## Speaking to the CQC

As a client, you may be asked about the care you receive. The inspector usually visits some clients with our carers and contacts some clients by telephone.

We will check with you, or a family member, to make sure that you are happy for the inspector to contact you.

You do not have to speak to the CQC if you do not want to. The CQC will never contact you out of the blue.

## Complaints

The CQC can also help resolve complaints. Everyone who uses a health or social care service can make a complaint to the CQC.

We ask that you complain to us first and allow us to investigate the issues and respond. If you are not happy with our response you can of course contact the CQC.

## Contact the CQC

Phone: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Web: [www.cqc.org.uk](http://www.cqc.org.uk)

Care Quality Commission, Citygate,  
Gallowgate, Newcastle upon Tyne NE1 4PA

## Contact us

Phone: 01329 663984  
Fax: 01329 888432  
Email: [info@croftoncare.co.uk](mailto:info@croftoncare.co.uk)  
Web: [www.croftoncare.co.uk](http://www.croftoncare.co.uk)

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If you would like a large print version of this leaflet, please ask.