

Action taken by CQC

Please include details of registration and inspection decisions and action taken to ensure that people using services are safe (including enforcement action) or where CQC has failed to take appropriate and timely action.

- On [REDACTED] December 2017 Head of Inspection advised that a meeting with Mr Bury to explore his concerns would be the best approach to help inform CQC of the risk to people living in the home.
- On [REDACTED] January 2018 two Inspectors met with Mr Bury to discuss his concerns about his brother's care at H [REDACTED] house. At the meeting Mr Bury raised concerns, some of which were historic dated back to 2014/2015. Mr Bury confirmed that the Local Authority were aware of all of his concerns. Mr Bury was advised of our role and regulatory powers and that his information will be used to plan our next inspection. Mr Bury was satisfied with this response.
- CQC have continued to liaise with the provider who confirms that the service user is unaware of Mr Bury's on-going concerns and states the service user is happy at the care home.
- On [REDACTED] January 2018 CQC liaised with the Local Authority Safeguarding team who confirmed that none of the concerns raised by Mr Bury had been substantiated. The cases are now closed.