



CQC ASC Inspections
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161
Fax: 03000 616171
www.cqc.org.uk

Your account number: 1-5561890187
Our reference: INS2-5736804644

Claire L Blackwood
Same Ways Care Limited
Regus, 7200 The Quorum
Oxford Business Park North
Oxford
OX4 2JZ

6 September 2019

Care Quality Commission
Health and Social Care Act 2008
Inspection report and report on the action you plan to take

Location name: Same Ways Care Limited
Location ID: 1-5561890187

Dear Mrs Blackwood

Please find enclosed a copy of our final report following our recent inspection of Same Ways Care Limited. Please make this report readily available for people who use the service.

We have also enclosed a one page summary of the inspection. Please share individual copies with all the people using your service, their families, friends and carers, and also with your staff, so they can easily see the quality of your service.

Your inspection report has been produced using our new approach to regulating and inspecting adult social care services. For adult social care services, part of this approach is the publication of ratings for each service, at both key question and overall location level. Ratings are awarded on a four-point scale; 'Outstanding', 'Good', 'Requires Improvement', or 'Inadequate'.

Ratings are awarded by comparing the evidence we gather during inspections with the characteristics of ratings we have published in the provider handbook and appendices. Ratings are awarded for each of the key questions inspected. We then use rules and principles to aggregate these five ratings into one overall rating for your location. For focused inspections, we will only award a new rating to the key question(s) inspected; for key questions not inspected, the previous ratings continue to apply.

Please note, focused inspections may now change an overall rating at any time after the comprehensive inspection, using a combination of any new ratings from the focused inspection and ratings brought forward from the last comprehensive inspection for key questions not covered in the focused inspection.

The table below shows the ratings your location has been awarded:

	Safe	Effective	Caring	Responsive	Well-led
Key question rating	Requires Improvement	Requires Improvement	Good	Good	Requires Improvement
Overall location rating	Requires Improvement				

The overall rating for this service is Requires Improvement. Providers should be aiming to achieve and sustain a rating of ‘Good’ or ‘Outstanding’. Good care is the minimum that people receiving services should expect and deserve to receive. Where a location fails to achieve and sustain a minimum overall rating of ‘Good’, we may consider whether there is a breach of regulation 17 (good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

We strongly recommend that you consider what support and guidance is available to you to achieve and sustain an overall rating of ‘Good’. This could include the Commissioners of your service, the Care Improvement Works platform (the joint resource of Skills for Care and Social Care Institute for Excellence) and local and national provider or Registered Manager networks.

Challenging the rating(s)

A rating review involves checking whether or not CQC followed its process for making ratings decisions, as explained in the guidance published on our website. If you think that we have not followed the process you can request a review. You cannot ask for a review of ratings on the basis that you disagree with our judgements.

You must submit your request for review, using the online form, within 15 working days of the publication of your report(s). You must say in what way we have not followed the process, and which ratings you think have been affected.

Please use the following link to access the form:

<http://www.cqc.org.uk/content/requesting-review-one-or-more-cqc-ratings>

Please note that a rating review does not involve a reconsideration of the evidence and ratings awarded, unless we find the process has not been followed.

You can only request a review of ratings once after each inspection. Please note that requests for reviews of ratings can lead to ratings going down as well as up, or they can remain the same.

We will publish the inspection report on our website shortly.

When we have published this report you can see the contents and download a PDF version by clicking on this link:

www.cqc.org.uk/directory/1-5561890187

Once published, you can see this at any time by following these steps:

- Go to the CQC website www.cqc.org.uk.
- Click the appropriate tab for your type of service.
- Type in the name of your provider or location – if it appears automatically, click on it to jump to your profile page or click the 'search' button.
- Click on your location, your report will be on your profile page.

You must also display your CQC rating 'conspicuously' and 'legibly' in each and every premises where a regulated activity is being delivered, in your main place of business and on your website(s) if you have any, where people will be sure to see it. This is a legal requirement from 1 April 2015. For further guidance on how to display your CQC rating, please click on this link:

<http://www.cqc.org.uk/content/display-ratings>

Under Regulation 17(3) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, you must send us a written report of the action you are going to take to achieve the requirements of the Health and Social Care Act 2008, associated regulations and any other legislation we have identified you are in breach of.

If you have already sent us a report of action since our inspection about any of these actions, you do not need to include them in your new report.

You must return the report of action to us by 7 October 2019.

We have enclosed a template that you can use to write your report. It is important that you cover all the points in the template.

We would prefer you to send your report to us by email to:
HSCA_Compliance@cqc.org.uk

If you are unable to do so, please post it to the address below.

Please include our reference number (INS2-5736804644) in any letter or email you send with the report as it may cause a delay if you do not.

You should inform us in writing when you have completed the actions in your report and can confirm you meet the Health and Social Care Act 2008. We will check to make sure that you have taken action to meet this legislation and will report on our judgements.

If you have any questions about this letter, you can contact our National Customer Service Centre using the details below:

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Write to: CQC ASC Inspections
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Yours sincerely,

Katherine Norman
Inspector, Adult Social Care

Enclosed:

- Final Report
- Report summary
- Report on actions template



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Your account number: 1-5561890187
Our reference: INS2-5736804644

Tracey Samways
Same Ways Care Limited
Regus, 7200 The Quorum
Oxford Business Park North
Oxford
OX4 2JZ

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Yours sincerely,

Katherine Norman
Inspector, Adult Social Care

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