

23 MAR 2007

Mrs Anne Eileen Stevens  
Consultus Care & Nursing Agency Limited  
Consultus Care & Nursing Agency Ltd  
17 London Road  
Tonbridge  
Kent  
TN10 3AB

21st March 2007

Our Ref: S53994/CS

**Commission for Social Care Inspection  
Care Standards Act 2000 - Draft Key Inspection Report  
- Consultus Care & Nursing Agency Ltd**

Dear Mrs Stevens

Please find enclosed a copy of our draft inspection report following our recent inspection of your service.

The inspection report is an important document and we want to make sure that it is an accurate and up to date record of our inspection. Please read it carefully and let us know, in writing, if you think there are any factual inaccuracies. We will consider any points you raise, and if appropriate, will change the report. If we make a decision not to change your report we will write to you and let you know why.

**Quality rating**

Earlier this year we wrote to you to let you know that we will be introducing a published quality rating that will tell everyone what we think of the quality of your service. We will not publish your rating until April 2007 but we may discuss it with local social care commissioners such as councils and primary care trusts.

In our report you will see that we have made a judgement about the quality of your service in each of the outcome areas. The judgement for each area says whether we consider the quality to be excellent, good, adequate or poor. This judgement is based on our assessment of all the information we have about your service and has taken into account the views and experience of the people using it.

We have looked at these judgements and have decided that overall your service provides excellent outcomes for the people who use it.

We will finalise our draft report 28 days from the date of this letter so it is important for you to write to us if you feel that our report is not factually accurate.

Once we have finalised our report you will receive a final copy. You should make sure that the people who use your service, and those who are thinking of using it, are able to see a copy of the report. You should also make the report available to carers, staff, parents of children, placing authorities and, where appropriate, other interested parties.

Yours sincerely

PP: *Christine Sowers*.

Wendy Jones  
Regulatory Inspector

Maidstone Local Office  
Tel: 01622 724950

Enc: Draft report

We welcome your feedback to help us improve our service.  
Please feel free to contact the Customer Service Unit on  
0845 015 0120