

Care Quality Commission (CQC) Inspection Outcomes – Quarter 4 2016-17

The CQC is the national inspectorate for registered health and adult care services. Inspection reports are regularly produced and these are published on a weekly basis.

The CQC assesses and rates services as being 'Outstanding', 'Good', 'Requires Improvement', or 'Inadequate'. Where providers are found to be in need of improvement or inadequate, the CQC make recommendations for improvement and / or enforcement action. Specific actions taken in each case can be found in the relevant inspection report.

Where inspections are relevant to the Borough, a summary of the outcome is circulated to all Members each week. If a report is negative, an update from Adult Services is included which summarises the position in relation to service provision and any actions taken at that time.

On 14 September 2015, it was agreed that the Committee would receive a quarterly round-up of recent reports. These would be aligned with the Six-monthly Adult Performance Reports where possible.

Recent Reports

This update includes inspection reports from January to March 2017 inclusive.

Between 1 January and 31 March 2017 there were thirteen reports published. (Please note: there is a time lag between the date of the inspection and the publication of the report.)

Reports can be broken down as follows:

- ten Adult Care services were reported on (six rated as Good, three rated as Requires Improvement, one Inadequate);
- three reports were released on Primary Medical Care (two rated as Good, and one was not rated);
- no reports on Hospital/Other Health Care.

A summary of each report and links to the full version are as follows (previous ratings are included where applicable):

Adult Services (includes services such as care homes, care homes with nursing, and care in the home)

Mencap - Darlington and Teesside Domiciliary Care Agency	Ward: Mandale and Victoria (office location)
4th Floor, Richard House, Sorbonne Close, Thornaby, Stockton On Tees, TS17 6DA	
http://www.cqc.org.uk/location/1-2409032588	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Mandale Care Home	Ward: Mandale and Victoria
136 Acklam Road, Thornaby, Stockton On Tees, TS17 7JR	
http://www.cqc.org.uk/location/1-146749347	
Overall	Requires Improvement (Previously: Requires Improvement)
Safe	Good
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Good

Glenthorne Court	Ward: Norton North
377 Norton Road, Norton, Stockton on Tees, TS20 2PJ	
http://www.cqc.org.uk/location/1-2207721140	
Overall	Requires Improvement
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement

Woodside Grange Care Home	Ward: Stainsby Hill
Teddar Avenue, Thornaby, Stockton On Tees, TS17 9JP	
http://www.cqc.org.uk/location/1-111585008	
Overall	Good (Previously: Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Enable Care Services - Stockton	Ward: Stockton Town Centre (Office Location)
Gloucester House, 72 Church Road, Stockton On Tees, TS18 1TW	
http://www.cqc.org.uk/location/1-1268545089	
Overall	Inadequate (Previously: Good)
Safe	Inadequate
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Inadequate

Ayresome Court	Ward: Yarm
Green Lane, Yarm, Cleveland, TS15 9EH	
http://www.cqc.org.uk/location/1-327497984	
Overall	Requires Improvement (Previously: Good)
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well - led	Requires Improvement

Ashwood Lodge Care Home	Ward: Billingham South
Bedale Avenue, Billingham, TS23 1AW	
http://www.cqc.org.uk/location/1-136308194	
Overall	Good (Previously: Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Direct Health	Ward: Stockton Town Centre (Office location)
80-82 Norton Road, Stockton-On-Tees, TS18 2DE	
http://www.cqc.org.uk/location/1-119514236	
Overall	Good (Previously: Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

The Hollies Residential Care Home	Ward: Norton North
447 Norton Road, Stockton On Tees, TS20 2QQ	
http://www.cqc.org.uk/location/1-122003561	
Overall	Good (Previously: Good)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Roseville Care Centre	Ward: Ingleby Barwick West
Blair Avenue, Ingleby Barwick, Stockton On Tees, TS17 5BL	
http://www.cqc.org.uk/location/1-131446271	
Overall	Good (Previously: Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Primary Medical Services

Wynyard Dental	Ward: Northern Parishes
134 The Stables, Wynyard Village, Billingham, TS22 5QQ	
http://www.cqc.org.uk/location/1-303261751	
Overall	n/a
Safe	No action required
Effective	No action required
Caring	No action required
Responsive	No action required
Well - led	Improvements required
<p>CQC do not give overall ratings for dental services:</p> <p>'Unlike most types of service, we don't give ratings to dentists. This is because we only inspect 10% of dental services, as we've found that they pose a lower risk to patient safety than other sectors we regulate. Instead we display ticks and crosses against each of our five key questions to show if:</p> <ul style="list-style-type: none"> - There's no action required. - We've asked the service to make improvements. - We've taken enforcement action.' 	

Park Lane Surgery	Ward: Western Parishes
Redmarshall Street, Stillington, TS21 1JS	
http://www.cqc.org.uk/location/1-569761719	
Overall	Good (Previously: Good)
Safe	Good (This element was reinspected as it was previously 'Requires Improvement')
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Stockton NHS Healthcare Centre	Ward: Hardwick and Salters Lane
High Newham Road, Hardwick, Stockton On Tees, TS19 8RH	
http://www.cqc.org.uk/location/1-604026076	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Requires Improvement