

Care Quality Commission (CQC) Inspection Outcomes – Quarter 1 2017-18

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 April to June 2017 inclusive.

Between 1 April and 30 June 2017 there were twenty-two reports published. Please note: there is a time lag between dates of the inspection and the publication of the report. In addition, where concerns are identified by CQC, re-inspections may take place soon after the initial report is published. When the outcomes are made available within the same quarter, the result of the most recent report is included in this update.

Reports can be broken down as follows:

- eighteen Adult Care services were reported on (one rated as Outstanding [SBC-managed Lanark Close], nine rated as Good, eight rated as Requires Improvement);
- two reports were released on Primary Medical Care (these were 'not rated' but had no actions required);
- two reports on Hospital/Other Health Care (both rated as Good).

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)

Cedar Lodge	Ward: Norton South
South Road, Norton, Stockton On Tees, TS20 2TB	
http://www.cqc.org.uk/location/1-126308259	
Overall	Requires Improvement (Previously: Requires Improvement)
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement

Saint John of God Hospitaller Services - 22 Sandown Road	Ward: Billingham Central
22 Sandown Road, Billingham, TS23 2BQ	
http://www.cqc.org.uk/location/1-125058850	
Overall	Good (Previously: Good)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Chestnut House	Ward: Mandale and Victoria
Mencap - 141 Acklam Road, Thornaby, Stockton On Tees, TS17 7JT	
http://www.cqc.org.uk/location/1-119188394	
Overall	Good (Previously Good)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Woodlands	Ward: Parkfield and Oxbridge
41 Yarm Road, Stockton On Tees, TS18 3NP	
http://www.cqc.org.uk/location/1-132341460	
Overall	Good (Previously: Good)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Teesside Domiciliary Care Office (CIC)	Ward: Billingham East (Office Location)
Room 4001, DBH Belasis Business Centre, Belasis Technology Park, Coxwold Way, Billingham, TS23 4EA	
http://www.cqc.org.uk/location/1-2155269548	
Overall	Good (Previously: Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Real Life Options - 96 Bishopton Road	Ward: Newtown
96 Bishopton Road, Stockton On Tees, TS18 4PA	
http://www.cqc.org.uk/location/1-126668409	
Overall	Good (Previously: Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Chestnut Lodge Nursing Home	Ward: Norton South
302 Norton Road, Norton, Stockton On Tees, TS20 2PU	
http://www.cqc.org.uk/location/1-111640806	
Overall	Requires Improvement (Previously: Requires Improvement)
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Inadequate

Hadrian Park	Ward: Billingham East
Marsh House Avenue, Billingham, TS23 3DF	
http://www.cqc.org.uk/location/1-319264588	
Overall	Requires Improvement (Previously: Requires Improvement)
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well-led	Requires Improvement

Lorne House	Ward: Parkfield and Oxbridge
66 Yarm Road, Stockton On Tees, TS18 3PQ	
http://www.cqc.org.uk/location/1-130468548	
Overall	Requires Improvement (Previously: Good)
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Good
Well - led	Requires Improvement

Comfort Call Stockton	Ward: Hardwick and Salters Lane
Aspen Gardens, Hardwick, Stockton On Tees, TS19 8GB	
http://www.cqc.org.uk/location/1-297247152	
Overall	Good (Previously: Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Requires Improvement

The Maples Residential Care Home	Ward: Newtown
Dover Road, Stockton on Tees, TS19 0JS	
http://www.cqc.org.uk/location/1-2177561127	
Overall	Requires Improvement (Previous: n/a)
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement

Ingleby Care Home	Ward: Ingleby Barwick West
Lamb Lane, Ingleby Barwick, Stockton On Tees, TS17 0QP	
http://www.cqc.org.uk/location/1-146749395	
Overall	Requires Improvement (Previously: Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement

Elton Hall Care Home	Ward: Western Parishes
Elton Village, Stockton On Tees, TS21 1AG	
http://www.cqc.org.uk/location/1-543983962	
Overall	Good (Previously: Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Prioritising People's Lives Ltd	Ward: Newtown (Office Location)
Suite 24, Durham Tees Valley Business Park, Stockton, TS19 0GA	
http://www.cqc.org.uk/location/1-2070801178	
Overall	Requires Improvement (Previously: Good)
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement

The White House Care Home	Ward: Hartburn
76a Darlington Road, Hartburn, Stockton On Tees, TS18 5ET	
http://www.cqc.org.uk/location/1-248487079	
Overall	Good (Previously: Good)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Lanark Close (In-house SBC service)	Ward: Bishopsgarth and Elm Tree
1 Lanark Close, Elm Tree, Stockton-on-Tees, TS19 0UY	
http://www.cqc.org.uk/location/1-124239375	
Overall	Outstanding (Previously: Good)
Safe	Good
Effective	Good
Caring	Outstanding
Responsive	Outstanding
Well - led	Outstanding

Church View Nursing and Residential Home	Ward: Stockton Town Centre Ward
Thompson Street, Stockton On Tees, TS18 2NY	
http://www.cqc.org.uk/location/1-146797079	
Overall	Good (Previously: Good)
Safe	Good
Effective	Good
Caring	Outstanding
Responsive	Good
Well - led	Good

Piper Court	Ward: Hardwick and Salters Lane
Sycamore Way, Stockton-on-Tees, Cleveland, TS19 8FR	
http://www.cqc.org.uk/location/1-327573482	
Overall	Requires Improvement (Previously: Good)
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Requires Improvement
Responsive	Requires Improvement
Well - led	Requires Improvement

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	No action required (Previously: 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.' 	

Belasis Dental Practice	Ward: Billingham East
Unit 19d Manor Way, Belasis Hall Technology Park, Billingham, TS23 4HN	
http://www.cqc.org.uk/location/1-204516720	
Overall	n/a
Safe	No action required
Effective	No action required
Caring	No action required
Responsive	No action required
Well - led	No action required

Hospital and Community Health Services (including mental health care)

South View Independent Hospital	Ward: Billingham South
West Avenue, Billingham, Cleveland, TS23 1DA	
http://www.cqc.org.uk/location/1-125861991	
Overall	Good (Previously: Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Requires Improvement
Well - led	Good

Tees, Esk and Wear Valleys NHS Foundation Trust	Ward: N/A
HQ - West Park Hospital, Edward Pease Way, Darlington, DL2 2TS	
http://www.cqc.org.uk/provider/RX3	
Overall	Good (Previously: Good)
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good