

Care Quality Commission (CQC) Inspection Outcomes – Quarter 2 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 July to September 2017 inclusive.

Between 1 April and 30 June 2017 there were twelve 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.

The main outcome from the reports are as follows:

- eleven Adult Care services were reported on (four rated as Good [including the SBC-managed Reablement Service], seven rated as Requires Improvement);
- no reports were released on Primary Medical Care;
- one report on Hospital/Other Health Care (rated as Good).

A summary of each report and links to the full version are outlined below (previous ratings are included where applicable).

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

Saxon Lodge	Ward: Norton South
Care home for people with learning and physical disabilities	
South Road, Norton, Stockton On Tees, TS20 2TB	
http://www.cqc.org.uk/location/1-129460104	
Overall	Good (Previously: Good)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Castlerock Homecare Stockton (CRG)	Ward: Stockton Town Centre Ward (Office Location)
Homecare and supported living for older adults, people with learning disabilities, and people with mental health needs	
Stockton Business Centre, 70 Brunswick St, Stockton-on-Tees, TS18 1DW	
http://www.cqc.org.uk/location/1-540127754	
Overall	Requires Improvement (Previously: Good)
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement
At the time of the inspection the areas of improvement identified were in relation to:	
<ul style="list-style-type: none"> • Risk assessments were not always in place or updated to reflect current needs. • Although medicines were administered safely the records were not accurately completed. • Recruitment records were not fully completed. • Although staff provided personalised care the care plans did not reflect the person's current needs. • The registered manager carried out regular checks to monitor and improve the quality of the service; however the checks had not highlighted the concerns with records • Records were not always up to date to reflect people's current needs, were incorrectly completed, not dated, or unavailable 	

Care and Support Solutions	Ward: Yarm (Office Location)
Homecare to people with people with physical, mental and learning disabilities	
11 Strathmore Drive, Kirklevington, Yarm, TS15 9NS.	
http://www.cqc.org.uk/location/1-2742884303	
Overall	Requires Improvement (Previously: n/a)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Requires Improvement
At the time of the inspection the areas of improvement identified were in relation to:	
<ul style="list-style-type: none"> • Risk Assessments - some risk assessments were not completed and no guidance was available for staff • Medication Charts - with some gaps in recording and some medicine was administered without guidance • Risk Assessments – where risks were identified, measures were not documented to mitigate the risk • Audits – that had been completed did not identify the risks raised by CQC • Audits – were not completed on a regular basis for records completed on a daily basis 	

Allington House	Ward: Billingham North
Care home with nursing	
Marsh House Avenue, Billingham, Cleveland, TS23 3ET	
http://www.cqc.org.uk/location/1-327059090	
Overall	Requires Improvement (Previously: Good)
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement
At the time of the inspection the areas of improvement identified were in relation to:	
<ul style="list-style-type: none"> • Some work to be done on recording of medicines • Risk recording • Outcomes of Complaints not recorded • Care planning gaps in plans • Records and recording • Management oversight 	

Green Lodge	Ward: Billingham South
Care home including care for people with dementia	
Billingham, Stockton-on-Tees, TS23 1EW	
http://www.cqc.org.uk/location/1-2579811782	
Overall	Requires Improvement (Previously: n/a)
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Requires Improvement
Responsive	Requires Improvement
Well - led	Requires Improvement
At the time of the inspection the areas of improvement identified were in relation to:	
<ul style="list-style-type: none"> • Medicines management • Staff support and training • Records not in place for end of life wishes • Access to activities • Documentation of complaints • Quality of audits 	

Real Life Options – Darlington Road	Ward: Hartburn
Care home for people with learning disabilities and complex needs	
54 Darlington Road, Hartburn, Stockton On Tees, TS18 5EW	
http://www.cqc.org.uk/location/1-314708833	
Overall	Good (Previously: Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Windsor Lodge	Ward: Parkfield and Oxbridge
Care home for people with mental health needs	
60 Bowesfield Lane, Stockton On Tees, TS18 3ET	
http://www.cqc.org.uk/location/1-185480001	
Overall	Good (Previously: Good)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Highfield	Ward: Yarm
Care home for adults over 55	
Highfield Care Centre, The Meadowings, Yarm, TS15 9XH	
http://www.cgc.org.uk/location/1-320350678	
Overall	Requires Improvement (Previously Good)
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Good
Well - led	Requires Improvement
At the time of the inspection the areas of improvement identified were in relation to:	
<ul style="list-style-type: none"> • Medicines management • Staff training • Environment was not Dementia friendly • Access to activities • Quality assurance processes were ineffective at monitoring and improving standards 	

Teesdale Lodge	Ward: Mandale and Victoria
Care home with nursing	
Radcliffe Crescent, Thornaby, Stockton on Tees, TS17 6BS	
http://www.cgc.org.uk/location/1-120255488	
Overall	Requires Improvement (Previously: Good)
Safe	Inadequate
Effective	Requires Improvement
Caring	Requires Improvement
Responsive	Requires Improvement
Well - led	Requires Improvement
At the time of the inspection the areas of improvement identified were in relation to:	
<ul style="list-style-type: none"> • Medicines management • Staff support and training • Care Plans did not always reflect people's current support need • Access to activities • Quality assurance processes were ineffective at monitoring and improving standards • Quality of audits 	

Brookleigh Caring Services	Ward: Stockton Town Centre
Homecare	
Unit 2, Tennant Street, Stockton On Tees, TS18 2AT	
http://www.cqc.org.uk/location/1-152370917	
Overall	Requires Improvement (Previously Requires Improvement)
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement
At the time of the inspection the areas of improvement identified were in relation to:	
<ul style="list-style-type: none"> • Individual risk assessments were not always in place and those that were did not always include sufficient detail on how to mitigate risk. • Medicines were administered safely but medicine records were not always correct. • Complaints were not always being handled in line with the registered provider's policy. Some complaints had not been correctly followed up. • People had care plans in place that addressed their support needs but these could be improved with the inclusion of more detail. 	

Stockton Council Reablement Service	Ward: Hardwick and Salters Lane (registered office location)
Assessment and rehabilitation service for people in their own homes.	
Tithebarn House, High Newham Road, Stockton-on-Tees, TS19 8RH	
http://www.cqc.org.uk/location/1-124239461	
Overall	Good (Previously: Good)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Primary Medical Services

None received this quarter.

Hospital and Community Health Services (including mental health care)

Lawson Street Health Centre Sexual Health Service	Ward: Stockton Town Centre
Community sexual health service	
2nd Floor, Lawson Street, Stockton On Tees, TS18 1HU	
http://www.cgc.org.uk/location/1-686272542	
Overall	Good (Previously: n/a)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good