

## Care Quality Commission (CQC) Inspection Outcomes – Quarter 3 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 October to December 2017 inclusive.

Between October and December 2017, sixteen reports were 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 outcomes from the reports are as follows:

- thirteen Adult Care services were reported on (seven rated as Good [including the SBC-managed Oak Road, and Rosedale], five rated as Requires Improvement, and one rated as Inadequate);
- no reports were released on Primary Medical Care;
- three reports on Hospital/Other Health Care (one Outstanding, one Good, and one not rated).

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)**

<b>Victoria House Nursing Home</b>	<b>Ward: Stockton Town Centre</b>
Care home with nursing	
Bath Lane, Stockton On Tees, TS18 2DX	
<a href="http://www.cqc.org.uk/location/1-320756032">http://www.cqc.org.uk/location/1-320756032</a>	
<b>Overall</b>	<b>Good (Previously: Requires Improvement )</b>
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

<b>Prioritising People's Lives</b>	<b>Ward: Newton (Office location)</b>
Homecare provider	
Suite 24, Durham Tees Valley Business Park, Stockton-on-Tees, TS19 0GA	
<a href="http://www.cqc.org.uk/location/1-2070801178">http://www.cqc.org.uk/location/1-2070801178</a>	
<b>Overall</b>	<b>Requires Improvement (Previously: Requires Improvement)</b>
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Requires Improvement
Responsive	Requires Improvement
Well - led	Requires Improvement
<p>At the time of the inspection the areas of improvement identified were in relation to:</p> <ul style="list-style-type: none"> <li>• Risk Assessments- not fully complete and provider not doing all that was reasonably practicable to mitigate risk.</li> <li>• Medicines- were not always administered accurately and in accordance with prescriber's instructions and staff were not following the service policies and procedures in medication management.</li> <li>• Audits – did not identify risk to health, safety and wellbeing.</li> <li>• Care plans – not updated in a timely manner.</li> <li>• Care files – those in office were not mirror image of the files stored in people's homes.</li> </ul>	

<b>Sally and Sarah</b>	<b>Ward: Parkfield and Oxbridge (office location)</b>
Home care provider	
3 Innovation Court, Yarm Road, Stockton On Tees, TS18 3DA	
<a href="http://www.cqc.org.uk/location/1-1048100754">http://www.cqc.org.uk/location/1-1048100754</a>	
<b>Overall</b>	<b>Requires Improvement (Previously: Good)</b>
Safe	Requires Improvement
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: Improvements were required in medicine records, risk assessments, and records audits.	

<b>Parkside Court</b>	<b>Ward: Mandale and Victoria</b>
Home care services to the Extra Care scheme and wider community	
Cumbernauld Way, Thornaby, Stockton On Tees, TS17 9FB	
<a href="http://www.cqc.org.uk/location/1-713607035">http://www.cqc.org.uk/location/1-713607035</a>	
<b>Overall</b>	<b>Good (Previously: Good)</b>
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

<b>Welburn House</b>	<b>Ward: Fairfield</b>
Care home	
Wellburn Road, Fairfield, Stockton-on-Tees, TS19 7PP	
<a href="http://www.cqc.org.uk/location/1-327616973">http://www.cqc.org.uk/location/1-327616973</a>	
<b>Overall</b>	<b>Requires Improvement (Requires Improvement)</b>
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well - led	Requires Improvement
<p>At the time of the inspection the areas of improvement identified were in relation to:</p> <ul style="list-style-type: none"> <li>• Medicines were not always managed safely for people and records had not been completed correctly</li> <li>• The manager carried out quality assurance checks but audits had not identified the issues CQC had found</li> </ul>	

<b>Allison House</b>	<b>Ward: Mandale and Victoria</b>
Care home with nursing	
Fudan Way, Teesdale, Thornaby, Stockton On Tees, TS17 6EN	
<a href="http://www.cqc.org.uk/location/1-112507295">http://www.cqc.org.uk/location/1-112507295</a>	
<b>Overall</b>	<b>Inadequate (Previously: Requires Improvement)</b>
Safe	Inadequate
Effective	Inadequate
Caring	Requires Improvement
Responsive	Requires Improvement
Well - led	Inadequate
<p>At the time of the inspection the areas of improvement identified were in relation to:</p> <ul style="list-style-type: none"> <li>• There were discrepancies and gaps in medicine administration records</li> <li>• Risk assessments were not always completed or kept up to date.</li> <li>• There were concerns regarding infection control, and health and safety</li> <li>• The environment was not suitable for people living with dementia</li> <li>• People were not given appropriate support with meals</li> <li>• Best interest decisions not adequately recorded, with limited staff knowledge</li> <li>• Some staff were in need of refresher training in dementia awareness</li> <li>• Adequate standards of care were not being ensured, and care plans were not always person centred</li> <li>• There were few activities available most days of the week.</li> <li>• There was insufficient managerial oversight of day to day operations</li> <li>• Audits were not effective, and care records not always accurate</li> <li>• Incidents of a safeguarding nature were not always reported appropriately</li> <li>• Actions from the last fire safety audit had not been completed</li> </ul>	

<b>31 Oak Road – Stockton Council</b>	<b>Ward: Eaglescliffe</b>
Care home for people with learning disabilities	
29-31 Oak Road, Eaglescliffe, Stockton-on-Tees, TS16 0AT	
<a href="http://www.cgc.org.uk/location/1-124239389">http://www.cgc.org.uk/location/1-124239389</a>	
<b>Overall</b>	<b>Good (Previously: Good)</b>
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

<b>St Mark's Care Home</b>	<b>Ward: Parkfield and Oxbridge</b>
Care home with nursing	
1 Hartburn Lane, Stockton On Tees, TS18 3QJ	
<a href="http://www.cgc.org.uk/location/1-3152067234">http://www.cgc.org.uk/location/1-3152067234</a>	
<b>Overall</b>	<b>Good (Previously: n/a)</b>
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

<b>Oxbridge House</b>	<b>Ward: Grangefield</b>
Care home	
187 Oxbridge Lane, Stockton On Tees, TS18 4JB	
<a href="http://www.cgc.org.uk/location/1-118619916">http://www.cgc.org.uk/location/1-118619916</a>	
<b>Overall</b>	<b>Good (Previously: Good)</b>
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

<b>Beeches Care Home</b>	<b>Ward: Newtown</b>
Care home	
Green Lane, Newtown, Stockton On Tees, TS19 0DW	
<a href="http://www.cqc.org.uk/location/1-146749363">http://www.cqc.org.uk/location/1-146749363</a>	
<b>Overall</b>	<b>Good (Previously: Requires Improvement)</b>
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

<b>Woodside Grange Care Home</b>	<b>Ward: Stainsby Hill</b>
Care home	
Teddar Avenue, Thornaby, TS17 9JP	
<a href="http://www.cqc.org.uk/location/1-111585008">http://www.cqc.org.uk/location/1-111585008</a>	
<b>Overall</b>	<b>Requires Improvement (Previously: Good)</b>
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Requires Improvement
Responsive	Requires Improvement
Well - led	Requires Improvement
<p>At the time of the inspection the areas of improvement identified were in relation to:</p> <ul style="list-style-type: none"> <li>• Staff had not received training to ensure they could appropriately support people and were not always supported through supervisions and appraisals</li> <li>• The system to seek and record consent was not consistently followed and MCA assessments were generic</li> <li>• The service was not always caring as the provider was not ensuring the service was caring overall</li> <li>• The service was not always responsive</li> <li>• The service was not well led</li> <li>• Improvements needed on records e.g. kitchen, supervision and medication.</li> <li>• Checks to monitor and improve the quality of the service was not always carried out and where they were, action plans were not monitored</li> </ul> <p>There were three breaches in Regulations as follows:</p> <p>- Safe Care and Treatment – the provider was not assessing the risks to health and safety of the service users receiving care and treatment, or doing all that is reasonably practicable to mitigate any such risks. The provider was not following</p>	

proper and safe medicine management.

- Good Governance – the provider was not assessing, monitoring and improving the quality and safety of the services provided in the carrying on of the regulated activity.
- Staffing – the provider was not ensuring staff received support through training, professional development, supervision and appraisal as it is necessary to enable them to carry out the duties they are employed to perform.

<b>Kirkdale</b>	<b>Ward: Mandale and Victoria</b>
Care home with nursing	
Radcliffe Crescent, Thornaby, Stockton On Tees, TS17 6BS	
<a href="http://www.cqc.org.uk/location/1-112482229">http://www.cqc.org.uk/location/1-112482229</a>	
<b>Overall</b>	<b>Requires Improvement (Previously: Good)</b>
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"> <li>• No registered Manager – position vacant since 18 August 2017 with no prospective candidates</li> <li>• Quality assurance checks and audits – not always effective</li> <li>• Environment – building in need of refurbishment and redecoration, improvements identified to be more dementia friendly, some areas in need of deep cleaning, no hand washing facilities in dining area</li> <li>• Choice – residents not fully supported to make meal choices</li> <li>• Activities – no regular daily activities</li> </ul>	
One breach in relation to Regulation 17(2)(a) – Good Governance “The provider did not have effective quality assurance systems in place to assess, monitor and improve the quality and safety of the service”.	

<b>Rosedale - Stockton Council</b>	<b>Ward: Bishopsgarth and Elm Tree</b>
122 Marske Lane, Bishopsgarth, Stockton-on-Tees, TS19 8UL	
<a href="http://www.cqc.org.uk/location/1-124239432">http://www.cqc.org.uk/location/1-124239432</a>	
<b>Overall</b>	<b>Good (Previously: Requires Improvement)</b>
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)**

<b>Stockton Dialysis Unit (Diaverum UK Ltd.)</b>	<b>Ward: Hardwick and Salters Lane</b>
University Hospital of North Tees, Hardwick, Stockton On Tees, TS19 8PE	
<a href="http://www.cqc.org.uk/location/1-253520840">http://www.cqc.org.uk/location/1-253520840</a>	
<b>Overall</b>	<b>Not rated (Previously: n/a)</b>
Safe	-
Effective	-
Caring	-
Responsive	-
Well - led	-
CQC is not required to formally rate single speciality services but key findings can be accessed via the link.	
The service is contracted by South Tees Hospitals NHS Foundation Trust (STHFT) to provide renal dialysis to its patients from across the region.	

<b>Nuffield Health Tees Hospital</b>	<b>Ward: Norton West</b>
Private hospital	
Junction Road, Norton, Stockton On Tees, TS20 1PX	
<a href="http://www.cqc.org.uk/location/1-115574718">http://www.cqc.org.uk/location/1-115574718</a>	
<b>Overall</b>	<b>Outstanding (Previously: n/a)</b>
Safe	Good
Effective	Good
Caring	Outstanding
Responsive	Outstanding
Well - led	Outstanding



<b>South View Independent Hospital</b>	<b>Ward: Billingham South</b>
Mental health care	
West Avenue, Billingham, TS23 1DA	
<a href="http://www.cqc.org.uk/location/1-125861991">http://www.cqc.org.uk/location/1-125861991</a>	
<b>Overall</b>	<b>Good (Previously: Good)</b>
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good