

Care Quality Commission (CQC) Inspection Outcomes – Quarter 1 2018-19

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 published between April to June 2018 inclusive.

During this quarter, ten 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:

- seven Adult Care services were reported on (three rated as Good, and four rated as Requires Improvement);
- three reports were released on Primary Medical Care (one rated Good, two with no full rating given);
- no reports on Hospital/Other Health Care

A summary of each report and actions taken (**correct at the time of CQC report publication**) is outlined below. Links to the full version of the reports, and previous ratings where applicable, are also included.

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

Service Name:	Ayresome Court
Category of Care:	Accommodation for persons who require nursing or personal care, Physical disabilities, Treatment of disease, disorder or injury, Caring for adults over 65 years
Address:	Green Lane, Yarm, TS15 9EH
Ward:	Yarm
CQC link :	http://www.cqc.org.uk/sites/default/files/new_reports/INS2-3574191148.pdf
Overall Rating:	Good (Previously: Requires Improvement)
Safe	Good (previously Requires Improvement)
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good (previously Requires Improvement)
Date of Inspection: 20 March 2018	Date report published: 30 April 2018
Note breaches or special measures: No breaches or special measures.	
Progress: Services has improved to Good	
CQC/SBC Action plan and Monitoring Status: Not required /routine monitoring	

Service Name:	Direct Health
Category of Care:	Domically Care Agency, registered to provide personal care to people in their own home
Address:	80-82 Norton Road, Stockton-On-Tees, TS18 2DE
Ward:	Stockton Town Centre (office location)
CQC link :	http://www.cqc.org.uk/location/1-3622464507/reports
Overall Rating:	Requires Improvement (Previously: Good)
Safe	Requires Improvement (Previously: Good)
Effective	Good
Caring	Good
Responsive	Good
Well - led	Requires Improvement (Previously: Good)
Date of Inspection: 15 March	Date report published: 2 May

(cont.)

Note breaches or special measures:

The provider was not assessing all risks to maintain the health and safety of service users receiving care or treatment. The provider was not maintaining the proper and safe management of medicines. Reg 12 (2) (a) (b) (f) (g)

Progress:

Service will work through the action plan submitted to CQC to implement robust procedures

CQC/SBC Action plan and Monitoring Status: Action plan submitted to CQC and SBC and the provider will be monitored through contractual monitoring arrangement to ensure implementation.

Service Name:	The Maple
Category of Care:	Care Home with Nursing - Accommodation for persons who require nursing or personal care, Dementia, Caring for adults over 65 yrs (nb. only currently providing Residential services)
Address:	The Maple Care Home, Dover Road, Stockton On Tees, TS19 0JS
Ward:	Newtown
CQC link :	http://www.cqc.org.uk/location/1-2177561127
Overall Rating:	Good (previously Requires Improvement)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good
Date of Inspection: 2 May 2018	Date report published: 23 May 2018
Note breaches or special measures:	
No breaches or special measures.	
Progress:	
Services has improved to Good	
CQC/SBC Action plan and Monitoring Status:	
Not required /routine monitoring	

Service Name:	Five Lamps
Category of Care:	Homecare agencies - Dementia, Personal care, Caring for adults under 65yrs, Caring for adults over 65 yrs
Address:	South Thornaby Community Resource Centre, Havilland Road, Thornaby, Stockton On Tees, TS17 9JG
Ward:	Stainsby Hill
CQC link:	http://www.cqc.org.uk/location/1-2938860327
Overall Rating:	Good (Previously: N/a)
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Requires Improvement
Date of Inspection: 12 March 2018	Date report published: 9 May 2018
Note breaches or special measures: No breaches or special measures.	
Progress: Planned contract meetings in place.	
CQC/SBC Action plan and Monitoring Status: To work with the provider through normal contract monitoring arrangements to ensure the relevant corrective actions are completed as requested by CQC.	

Service name:	Stockton Lodge Care Home (Elysium Care Limited)
Category of care:	Residential Care Home
Address:	Harrowgate Lane, Stockton-on-Tees, Cleveland, TS19 8HD
Ward:	Hardwick and Salter's Lane
CQC link:	http://www.cqc.org.uk/location/1-3624613029
Overall Rating:	Requires Improvement (Previously: Good nb. under a different owner)
Safe:	Requires Improvement
Effective:	Requires Improvement
Caring:	Requires Improvement
Responsive:	Requires Improvement
Well – led:	Requires Improvement
Date of Inspection: 26 March 2018, 12 April 2018	Date report published: 12 March 2018 (cont.)

Note - breaches or special measures:

2 Breaches -

- Reg. 12 – Safe Care and Treatment – Medicines were not always managed safely. Staff were not always following policies and procedures when managing medicines.
- Reg. 17 – Good Governance – Records relating to the care and treatment of people were not always complete, up to date or accurate.

Progress: A meeting has been arranged between the provider and contract management officer to discuss actions to address breaches.

CQC/SBC action plan and monitoring status: Routine monitoring ongoing.

Service Name:	Piper Court
Category of Care:	Nursing and Residential
Address:	Sycamore Way, Stockton on Tees, TS19 8FR
Ward:	Hardwick and Salter's Lane
CQC link :	http://www.cqc.org.uk/location/1-327573482
Overall Rating:	Requires Improvement (Previously: Requires Improvement)
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement
Date of Inspection: 24 April 2018	Date report published: 1 June 2018
Note breaches or special measures:	
Regulation 12 HSCA RA Regulations 2014 Safe care and treatment - The provider was not doing all that is reasonably possible to mitigate risks. Medicines were not managed safely and records were not completed correctly. Reg 12 (2) (a) (b)	
Regulation 17 HSCA RA Regulations 2014 Good Governance - The provider did not have systems in place to enable them to identify and assess risks to the health, safety and welfare of people using the service. Records relating to the care and treatment of each person using the service was not always complete, legible, accurate and up to date. Reg 17(2)(b)(c)	
Regulation 18 HSCA RA Regulations 2014 Staffing - The provider was not ensuring staff received appropriate ongoing supervision or training. Reg 18(2)(a)	
Progress: CQC have arranged a meeting for the 12 th July with SBC and the provider to discuss improvements and action plan review as part of CQC new process.	
CQC/SBC Action plan and Monitoring Status: Action plan to be reviewed as noted above. SBC to monitor implementation of the action plan through contractual visits.	

Service Name:	Allison House Nursing Home
Category of Care:	Accommodation for persons who require nursing or personal care, Dementia, Diagnostic and screening procedures, Treatment of disease, disorder or injury, Caring for adults over 65 yrs
Address:	Alison House, Fudan Way, Teesdale, Thornaby, Stockton On Tees, TS17 6EN
Ward:	Mandale & Victoria
CQC link :	https://www.cqc.org.uk/location/1-112507295
Overall Rating:	Requires Improvement (Previously: Inadequate)
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well - led	Requires Improvement
Date of Inspection: 25 April 2018 & 2 May 2018	Date report published: 5 June 2018
Note breaches or special measures: <u>Regulation 17 HSCA RA Regulations 2014 Good Governance</u> -The system of audits in place had not been effective in identifying all issues. Regulation 17(1) -Records relating to the care and treatment of people were not always up to date or accurate. Regulation 17(2)(c)	
Progress: Services has improved to Requires Improvement.	
CQC/SBC Action plan and Monitoring Status: Notification received that CQC have lifted the Embargo based on the service improving. At the last Serious Concerns Protocol meeting, 5 th June 2018 it was agreed by all to take Allison House out of SCP with a phased approach of two clients per month with a review on 31 st July 2018.	

Primary Medical Services

Service Name:	Mrs Karen Horne - Windlestone Road
Category of Care:	Primary Dental Care
Address:	19a Windlestone Road, Low Grange, Billingham, TS23 3JW
Ward:	Billingham East
CQC link :	https://www.cqc.org.uk/location/1-188497685
Overall Rating:	n/a
Safe	No action required
Effective	No action required
Caring	No action required
Responsive	No action required
Well - led	Improvements Required
Date of Inspection: 1 May 2018	Date report published: 29 May 2018
Note:	
<p>CQC states that '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'.</p> <p>In this report improvements were required in relation to leadership, including: recruitment, risk assessment/documentation, audit, and paperwork.</p>	

Service Name:	Woodbridge Practice
Category of Care:	Primary Health Care
Address:	Thornaby Health Centre, Trenchard Avenue, Thornaby, Stockton On Tees, TS17 0EE
Ward:	Stainsby Hill
CQC link :	http://www.cqc.org.uk/location/1-541746893
Overall Rating:	Good (Previously: Good)
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good
Date of Inspection: 15 March 2018	Date report published: 16 May 2018

Service Name:	Iqarus Teesside
Category of Care:	Primary Health Care
Address:	Wallace House, Falcon Court, Preston Farm Industrial Estate, Stockton-on-Tees, TS18 3TX
Ward:	Parkfield and Oxbridge
CQC link :	http://www.cqc.org.uk/sites/default/files/new_reports/AAAH0650.pdf
Overall Rating:	N/a (Previously: n/a)
Safe	Standards being met
Effective	Standards being met
Caring	Standards being met
Responsive	Standards being met
Well - led	Standards being met
Date of Inspection: 19 March 2018	Date report published: 14 May 2018
Note: Iqarus Teesside provides remote medical and occupational health services to industry. Such services are not rated in the usual way.	

Hospital and Community Health Services (including mental health care)

n/a