

Care Quality Commission (CQC) Inspection Outcomes – Quarter 2 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 July to September 2018 inclusive.

During this quarter, nineteen 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:

- Sixteen Adult Care services were reported on (seven were rated Good, nine were rated Requires Improvement);
- Three reports were released on Primary Medical Care (one rated Good and two were unrated due to be being dental services which are inspected in a different way);
- there were no reports published on Hospitals/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)

(Nb.The following report was published in June but not included in the Quarter 1 round up.)

Service name	Glenthorpe Court
Provider name	Milewood Healthcare
Category of care	Accommodation for persons who require nursing or personal care, Learning disabilities, Mental health conditions, Caring for adults under 65 yrs.
Address	377 Norton Road, Norton, Stockton, TS20 2PJ
Ward	Norton North
CQC link	https://www.cqc.org.uk/location/1-2207721140/contact
Overall Rating	Requires Improvement
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well – led	Requires Improvement
Date of Inspection	27 March 18
Date report published	19 June 18
Previous rating	Requires Improvement
Date previous report published	22 February 2017
Breach No_ & Title	
Regulation 12 HSCA RA Regulations 2014 Safe care and treatment Regulation 17 HSCA RA Regulations 2014 Good governance	
Level of Quality Assurance & Contract Compliance	
Enhanced level of Quality Assurance & Contract Compliance	

Service Name:	Mandale House
Category of Care:	Accommodation for persons who require nursing care or personal care*
Address: 136 Acklam Road, Thornaby, Stockton On Tees, Cleveland TS17 7JR	
Ward: Mandale & Victoria	
CQC link : http://www.cqc.org.uk/location/1-146749347	
Overall Rating:	Requires Improvement
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement
Date of Inspection:	3 May 2018
Date report published:	4 July 2018
Previous rating	Requires Improvement
Date previous report published	8 February 2017
<p>Note breaches or special measures:</p> <p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment: The provider had failed to ensure all risks to the safety of people receiving care and treatment were appropriately managed and mitigated</p> <p>Regulation 17 HSCA RA Regulations 2014 Good Governance: The provider had not ensured that complete and contemporaneous records were in place for each person who used the service.</p> <p>Provider and management audits had failed to identify some of the issues we identified during this inspection.</p>	
<p>Progress: Provider is in the process of developing their action plan: CQC meeting arranged for 31 July with local authority & provider to discuss outcome of the report and action plan.</p> <p><i>*Mandale are not providing nursing provision although they are registered to do so.</i></p>	
<p>CQC/SBC Action plan and Monitoring Status: SBC to monitor action plan and implementation of actions</p>	

Service Name	Springwood
Provider Name	Action for Care
Category of care	Nursing and personal care
Address	66 Darlington Back Lane, Stockton on Tees TS19 8TG
Ward	Bishopsgarth & Elm Tree
CQC link	https://www.cqc.org.uk/location/1-3296246220
Overall Rating	Requires Improvement
Safe	Requires improvement
Effective	Good
Caring	Good
Responsive	Good
Well – led	Requires improvement
Date of Inspection	15 May 2018
Date report published	20 July 2018
Previous rating	
	First inspection since registration in April 2017.
Breach No_ & Title	
<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment Medicines administration were not always recorded and managed effectively.</p> <p>Regulation 17 HSCA RA Regulations 2014 Good governance Procedures for administering medicines and audits by the registered manager were not adequate to highlight issues and manage risks.</p>	
Level of Quality Assurance & Contract Compliance	
Enhanced contract management is in place. This includes increased communication and monitoring visits with the provider to ensure recommendations from their action plan are implemented.	

Service Name	Lorne House
Provider Name	Lorne House Residential Home Trust Limited
Category of care	Care Home
Address	66 Yarm Road, Stockton On Tees, TS18 3PQ
Ward	Parkfield and Oxbridge
CQC link	https://www.cqc.org.uk/location/1-130468548/contact
Overall Rating	Requires Improvement
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well – led	Requires Improvement
Date of Inspection	15 May 2018
Date report published	12 July 2018
Previous rating	Requires Improvement
Date previous report published	10 May 2017
Breach No_ & Title	
Regulation 12 HSCA RA Regulations 2014 Safe care and treatment	
The provider was not doing all that was reasonably practicable to mitigate risks, good practice was not followed and control measures were not adopted to make sure the risk was as low as reasonably possible. The provider was not ensuring administered as prescribed or in date. The medicines were provider had no process in place to reconcile stock.	
Level of Quality Assurance & Contract Compliance	
Enhanced Contract Monitoring is in place: Increased communication and monitoring visits with the provider to ensure that improvements and recommendations from their action plan are implemented.	

Service Name	Ingleby Care Home
Provider Name	Hillcare
Category of care	Care Home with Nursing
Address	Lamb Lane, Ingleby Barwick, Stockton On Tees, TS17 0QP
Ward	Ingleby Barwick West
CQC link	https://www.cqc.org.uk/location/1-146749395
Overall Rating	Good
Safe	Good
Effective	Good
Caring	Outstanding
Responsive	Good
Well – led	Good
Date of Inspection	21 June 2018
Date report published	4 August 2018
Previous rating	Requires Improvement
Date previous report published	19 May 2017
Breach No_ & Title	
N/A	
Level of Quality Assurance & Contract Compliance	
Standard contract monitoring arrangements in place.	

Service Name	Real Life Options – Teesside and Redcar Outreach and Supported Living
Provider Name	Real Life Options
Category of care	Enhanced/Complex Home Care Services
Address	4 Innovation Court, Yarm Road, Stockton, Cleveland, TS18 3DA
Ward	Parkfield and Oxbridge (Office location)
CQC link	https://www.cqc.org.uk/location/1-3107299477
Overall Rating	Requires Improvement
Safe	Good
Effective	Requires Improvement
Caring	Good
Responsive	Good
Well – led	Requires Improvement
Date of Inspection	26-29 June 2018
Date report published	31 July 2018
Previous rating	
	First Inspection
Date previous report published	N/A
Breach No_ & Title	
No breaches.	
Level of Quality Assurance & Contract Compliance	
Enhanced Quality Assurance & Contract Compliance Areas to follow up: <ul style="list-style-type: none"> • Staff training • Quality Assurance Records 	

Provider name	Avalon
Service name	Avalon Teesside Services
Category of care	Homecare and Supported living for Learning Disabilities and Mental Health conditions
Address	Lysander House, Falcon Court, Preston Farm Business Centre, Stockton, TS18 3TX
Ward	Parkfield and Oxbridge (office location)
CQC link	http://www.cqc.org.uk/location/1-147108206
Overall Rating	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well – led	Outstanding
Date of Inspection	11 July 2018
Date report published	14 August 2018
Previous rating	Good
Date previous report published	10 March 2016
Breach No_ & Title	
No breaches	
Level of Quality Assurance & Contract Compliance	
Standard Contract Management	

Service name	Alexandra House	
Provider name	Milewood Healthcare Ltd	
Category of care	Accommodation for persons who require nursing or personal care, Learning disabilities, Mental health conditions, Caring for adults under 65 yrs	
Address	Summerhouse Square, Norton, Stockton, TS20 1BH	
Ward	Norton North	
CQC link	https://www.cqc.org.uk/location/1-3831722536	
Overall Rating	Good	
Safe	Good	
Effective	Good	
Caring	Good	
Responsive	Good	
Well – led	Good	[cont.]

Date of Inspection	04 July 18
Date report published	08 August 18
Previous rating	First inspection.
Date previous report published	N/A
Breach No_ & Title	
N/A	
Level of Quality Assurance & Contract Compliance	
1 – Standard level of Quality Assurance & Contract Compliance	

Service name	Park House Rest Home
Provider name	Mr and Mrs J Elliot
Category of care	Accommodation for persons who require nursing or personal care, Dementia, Caring for adults under 65 yrs, Caring for adults over 65 yrs
Address	2 Richmond Road, Stockton On Tees, TS18 4DS
Ward	Parkfield and Oxbridge
CQC link	https://www.cqc.org.uk/location/1-117529575
Overall Rating	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well – led	Good
Date of Inspection	18 July 18
Date report published	18 August 18
Previous rating	Good
Date previous report published	15 December 15
Breach No_ & Title	
N/A	
Level of Quality Assurance & Contract Compliance	
1 – Standard level of Quality Assurance & Contract Compliance.	

Service name	Allington House
Provider name	Bondcare Willington Ltd
Category of care	Accommodation for persons who require nursing or personal care, Dementia, Treatment of disease, disorder or injury, Caring for adults under 65 yrs, Caring for adults over 65 yrs
Address	Marsh House Avenue, Billingham, TS23 3ET
Ward	Billingham North
CQC link	https://www.cqc.org.uk/location/1-327059090
Overall Rating	Requires Improvement
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Good
Well – led	Requires Improvement
Date of Inspection	16 & 17 July 2018
Date report published	22 August 2018
Previous rating	Requires Improvement
Date previous report published	11 August 2018
Breach No_ & Title	
Regulation 12 HSCA RA Regulations 2014 Safe care and treatment	
Regulation 17 (Good governance) of the Health and Social Care Act (Regulated Activities) Regulations 2014	
Level of Quality Assurance & Contract Compliance	
2-3 Enhanced level of Quality Assurance & Contract Compliance	

Service name	Green Lodge
Provider name	Indigo Care Services
Category of care	Accommodation for persons who require nursing or personal care, Dementia, Caring for adults over 65 yrs
Address	Billingham, Stockton-on-Tees, TS23 1EW
Ward	Billingham South
CQC link	https://www.cqc.org.uk/location/1-2579811782
Overall Rating	Requires improvement
Safe	Requires improvement
Effective	Good
Caring	Good
Responsive	Good
Well – led	Requires improvement
Date of Inspection	31 July 18
Date report published	25 August 18
Previous rating	Requires improvement
Date previous report published	10 August 17
Breach No_ & Title	
Regulation 12 HSCA RA Regulations 2014 Safe care and treatment The provider was not ensuring there were sufficient quantities of medicines to ensure the safety of people's needs or ensuring the proper and safe management of medicines. Reg 12 (1), (2) (f) (g)	
Level of Quality Assurance & Contract Compliance	
Due to require improvement the level of contract management will be enhanced.	

Service name	367 Thornaby Road
Provider	Tees Esk and Wear Valleys NHS Foundation Trust
Category of care	Nursing Home for people with learning disabilities and mental health conditions.
Address	Thornaby, Stockton On Tees, TS17 8QW
Ward	Village
CQC link	https://www.cqc.org.uk/location/RX3LD
Overall Rating	Good
Safe	Good
Effective	Good [cont.]

Caring	Good
Responsive	Good
Well – led	Good
Date of Inspection	4 July 2018
Date report published	18 August 2018
Previous rating	Good
Date previous report published	16 March 2016
Note: This service is not commissioned by SBC.	

Service name	Care & Support Solutions
Category of care	Home care
Address	11 Strathmore Drive, Kirklevington, Yarm, TS15 9NS
Ward	Yarm (Office location)
CQC link	https://www.cqc.org.uk/location/1-2742884303
Overall Rating	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well – led	Good
Date of Inspection	28 August 2018
Date report published	8 September 2018
Previous rating	Requires Improvement
Date previous report published	21 July 2017
Breach No_ & Title	
None identified.	
Level of Quality Assurance & Contract Compliance	
Standard due to overall rating.	

Service Name	Teesdale Lodge
Provider Name	Cleveden Care Limited
Category of care	Nursing Home
Address	Radcliffe Crescent, Thornaby, TS17 6BS
Ward	Mandale and Victoria
CQC link	http://www.cqc.org.uk/location/1-120255488
Overall Rating	Requires Improvement
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well – led	Requires Improvement
Date of Inspection	1 August 2018
Date report published	13 September 2018
Previous rating	
Previous rating	Requires Improvement
Date previous report published	14 th February 2018
Breach No_ & Title	
No breaches.	
Level of Quality Assurance & Contract Compliance	
Enhanced Contract Management due to the home being up for sale.	

Service Name	Newland House
Provider Name	Mr and Mrs Robinson
Category of care	Dementia Residential Home
Address	304-308 Norton Road, Stockton-on-Tees, TS20 2PU
Ward	Norton South
CQC link	http://www.cqc.org.uk/location/1-111221395
Overall Rating	Requires Improvement
Safe	Requires Improvement
Effective	Requires Improvement [cont.]

Caring	Requires Improvement
Responsive	Requires Improvement
Well – led	Inadequate
Date of Inspection	24 July 2018
Date report published	14 September 2018
Previous rating	Good
Date previous report published	16 February 2016
Breach No_ & Title	
<p>Regulation 9 (1) – People not receiving care which was person centred or reflected personal preferences.</p> <p>Regulation 9 (3) – Peoples individual needs were not being met in relation to the provision of activities and social stimulation.</p> <p>Regulation 10 – People were not treated with dignity and respect at all times.</p> <p>Regulation 12 (2) (a) (b) – Risks were not being appropriately assessed and staff did not have all necessary information to mitigate risk.</p> <p>Regulation 12 (2) (b) (g) – There were not adequate systems in place for medicines management. As a result people’s medicines were not always administered correctly.</p> <p>Regulation 14 (4) (a) – People’s nutritional and hydration intake was not being accurately monitored to reduce risk of dehydration or weigh loss. Appropriate action was not taken when people were found to be losing weight.</p> <p>Regulation 14 (4) (d) – People were not always provided with adequate support and encouragement to eat their meals.</p> <p>Regulation 17 (2) (a) – There was no effective system of audits in place. This lack of management oversight meant issues we identified had not been picked up by the provider.</p> <p>Regulation 17 (2) (c) – Records relating to the care and treatment of people using the service were not complete, accurate or up to date.</p> <p>Regulation 18 (1) – The provider did not ensure sufficient numbers of suitably qualified care staff were deployed to fully meet people’s care needs. This had impacted on staff’s ability to provide care in line with the fundamental standards of the Health and Social Care Act 2008.</p> <p>Regulation 18 (2) (a) – The provider did not have a system in place to accurately determine the number staff.</p>	
Level of Quality Assurance & Contract Compliance	
Enhanced Contract Management.	
An action plan has been submitted to CQC following the published report.	
A Quality Assurance visit is planned for w/c 17 th September.	

Service Name	Comfort Call Stockton
Provider Name	Comfort Call
Category of care	Homecare
Address	Aspen Gardens, Hardwick, Stockton on Tees TS19 8GB
Ward	Hardwick and Salters Lane
CQC link	https://www.cqc.org.uk/location/1-297247152
Overall Rating	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well – led	Good
Date of Inspection	5 September 2018
Date report published	29 September 2018
Previous rating	Good
Date previous report published	28 March 2017
Breach No_ & Title	
N/A	
Level of Quality Assurance & Contract Compliance	
Standard Contract Management	

Primary Medical Services

Service Name	Thornaby Dental Centre
Provider Name	Mr Peter Sharp
Category of care	Primary Dental Care
Address	31 Allensway, Thornaby, Stockton On Tees, TS17 9HA
Ward	Stainsby Hill
CQC link	https://www.cqc.org.uk/location/1-2119398266
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	22 August 2018
Date report published	26 September 2018
Previous rating	n/a
Date previous report published	n/a
Note	Nb. This service is not commissioned by SBC. Primary dental care providers are not subject to a full rating process but undergo a 'focussed inspection'.

Service name	Melrose Medical Centre
Category of care	GP Practice
Address	38 Melrose Avenue, Billingham, TS23 2JW
Ward	Billingham Central
CQC link	https://www.cqc.org.uk/location/1-497733347
Overall Rating	Good
Safe	Good
Effective	Good
Caring	Outstanding
Responsive	Good
Well – led	Good
Date of Inspection	4 July 2018

Date report published	24 August 2018
Previous rating	Good
Date previous report published	3 December 2015

Service name	Queensway Orthodontic/Dental Clinic
Category of care	Dental Practice
Address	4 Crown Buildings, Queensway, Billingham, TS23 2LP
Ward	Billingham Central
CQC link	https://www.cqc.org.uk/location/1-643421564
Overall Rating	n/a
Safe	No action required
Effective	No action required
Caring	No action required
Responsive	No action required
Well – led	No action required
Date of Inspection	11 July 2018
Date report published	2 August 2018
Previous rating	All standards met
Date previous report published	3 December 2015

Hospital and Community Health Services (including mental health care)

n/a