

## Care Quality Commission (CQC) Inspection Outcomes – Quarter 3 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. 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 October to December 2018 inclusive.

During this quarter, fourteen 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:

- twelve Adult Care services were reported on (six were rated Good, four were rated Requires Improvement, and two were Inadequate);
- one report was released on Primary Medical Care (rated Good);
- one report published on Hospitals/Other Health Care (rated Good).

A summary of each report and actions taken (**correct at the time the CQC inspection report was published**) 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)**

<b>Service name:</b>	<b>Highfield Care Centre</b>
<b>Category of care:</b>	Nursing Home
<b>Address:</b>	The Meadowings, Yarm, TS15 9XH
<b>Ward:</b>	Yarm
<b>CQC link:</b>	<a href="https://www.cqc.org.uk/location/1-320350678">https://www.cqc.org.uk/location/1-320350678</a>
<b>Overall Rating:</b>	<b>Good</b>
Safe:	Good
Effective:	Good
Caring:	Good
Responsive:	Good
Well – led:	Good
<b>Date of Inspection:</b>	8 August 2018
<b>Date report published:</b>	10 October 2018
<b>Previous rating:</b>	<b>Requires improvement</b>
<b>Date previous report published:</b>	16/8/17
Note - breaches or special measures: None	
Progress: Previous report service rated Requires improvement.	
CQC/SBC action plan and monitoring status: None required.	

<b>Service Name</b>	<b>Windsor Court Residential Home</b>
<b>Provider Name</b>	Oxbridge Care limited
<b>Category of care</b>	Nursing and personal care
<b>Address</b>	44-50 Windsor Court, Stockton on Tees, TS18 4DZ
<b>Ward</b>	Parkfield and Oxbridge
<b>CQC link</b>	<a href="https://www.cqc.org.uk/location/1-107082503#accordion-1">https://www.cqc.org.uk/location/1-107082503#accordion-1</a>
<b>Overall Rating</b>	<b>Good</b>
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well – led	Good
<b>Date of Inspection</b>	18 September 2018
<b>Date report published</b>	5 October 2018
<b>Previous rating</b>	<b>Requires Improvement</b>
<b>Date previous report published</b>	20/2/2018
<b>Breach No_ &amp; Title</b>	None
<b>Level of Quality Assurance &amp; Contract Compliance</b>	Standard

<b>Service name</b>	<b>Wellburn House</b>
<b>Provider name</b>	Akari Care
<b>Category of care</b>	Accommodation for persons who require nursing or personal care, Dementia, Caring for adults under 65 yrs, Caring for adults over 65 yrs (the service is not currently delivering any nursing care despite being registered to do so [at time of report publication])
<b>Address</b>	Wellburn Road, Fairfield, Stockton-on-Tees, TS19 7PP
<b>Ward</b>	Fairfield
<b>CQC link</b>	<a href="https://www.cqc.org.uk/location/1-327616973">https://www.cqc.org.uk/location/1-327616973</a>
<b>Overall Rating</b>	<b>Requires Improvement</b> (cont.)

Safe	Requires Improvement
Effective	Requires Improvement
Caring	Requires Improvement
Responsive	Requires Improvement
Well – led	Inadequate
<b>Date of Inspection</b>	4 June 2018
<b>Date report published</b>	9 October 2018
<b>Previous rating</b>	Requires Improvement
<b>Date previous report published</b>	6 November 2017
<b>Breach No_ &amp; Title</b>	
Regulation 12 HSCA RA Regulations 2014 Safe care and treatment People who used the service were not supported by the proper and safe management of medicines. Regulation 12 (2) (f) (g)	
Regulation 17 HSCA RA Regulations 2014 Good governance The provider did not have systems and processes in place such as regular audits of the service provided to assess, monitor and improve the quality and safety of the service provided.	
<b>Level of Quality Assurance &amp; Contract Compliance</b>	
The service has entered into the series concerns protocol triggered by the notice of decision received from CQC. Enhanced monitoring is in place and monitoring visits are currently every 2 weeks to monitor progress with the action plan.	

<b>Service name</b>	Sally and Sarah	
<b>Category of care</b>	Home Care	
<b>Address</b>	3 Innovation Court, Yarm Road, Stockton On Tees, TS18 3DA	
<b>Ward</b>	Parkfield and Oxbridge (Office Location)	
<b>CQC link</b>	<a href="https://www.cqc.org.uk/location/1-1048100754">https://www.cqc.org.uk/location/1-1048100754</a>	
<b>Overall Rating</b>	Good	
Safe	Good	
Effective	Good	
Caring	Good	
Responsive	Good	
Well – led	Good	
<b>Date of Inspection</b>	2 October 2018	(cont.)

<b>Date report published</b>	24 October 2018
<b>Previous rating</b>	Requires Improvement
<b>Date previous report published</b>	6 October 2017
Nb. This service is not commissioned by SBC.	

<b>Service name :</b>	<b>Cedar Lodge</b>
<b>Category of care:</b>	Nursing Home
<b>Address :</b>	South Road Norton, Stockton-on-Tees, TS20 2TB
<b>Ward</b>	Norton South
<b>CQC Link :</b>	<a href="https://www.cqc.org.uk/location/1-126308259">https://www.cqc.org.uk/location/1-126308259</a>
<b>Overall Rating:</b>	<b>Inadequate</b>
Safe	Inadequate
Effective	Inadequate
Caring	Requires Improvement
Responsive	Requires Improvement
Well - led	Requires improvement
<b>Date of inspection</b>	8 May 2018
<b>Date report published</b>	17 October 2018
<b>Previous rating</b>	Requires Improvement
<b>Date previous report published</b>	4 May 2018
<p><b>Note breaches or special measures:</b> 17 HSCA RA regulations 2014 Good governance. Quality assurance measures were not robust enough to allow continual improvements to take place. Records were not stored securely.</p> <p>An urgent notice of decision was served 22<sup>nd</sup> May 2018 which prevented admissions to the service unless these had been agreed by CQC</p>	
<p><b>Progress:</b></p> <p>Since this inspection Cedar Lodge had closed, all residents transferred to other homes, the last resident moved out on 27/7/18.</p> <p>The building has been placed on the market (not as a going concern) and there has been some interest in purchasing the building.</p>	
<b>CQC/SBC Action plan and Monitoring Status:</b> Not required	

<b>Service name:</b>	<b>CRG Homecare Stockton</b>
<b>Category of care:</b>	Care at Home- Standard including Care at Home Extra Care Settings; Care at Home- Enhanced –learning disability
<b>Address:</b>	Stockton Business Centre, 70-74 Brunswick Street, Stockton-On-Tees, TS18 1DW
<b>Ward:</b>	Stockton Town Centre (office location)
<b>CQC link:</b>	<a href="https://www.cqc.org.uk/location/1-540127754">https://www.cqc.org.uk/location/1-540127754</a>
<b>Overall Rating:</b>	<b>Inadequate</b>
<b>Safe:</b>	Inadequate
<b>Effective:</b>	Inadequate
<b>Caring:</b>	Requires Improvement
<b>Responsive:</b>	Requires Improvement
<b>Well – led:</b>	Requires Improvement
<b>Date of Inspection:</b>	12 – 11 September 2018
<b>Date report published:</b>	2 November 2018
<b>Previous rating:</b>	Requires improvement
<b>Date previous report published:</b>	8 July 2017
<b>Note - breaches or special measures:</b>	
<p>Personal Care- Regulation 12 HSCA RA Regulations 2014 Safe care and treatment</p> <p>(1) People using the service did not receive safe care and support. This included the management of risk, knowledge and response to safeguarding, the management of medicines, infection prevention and control and missed and late calls.</p> <p>Personal Care- Regulation 17 HSCA RA Regulations 2014 Good governance</p> <p>(1) Systems to monitor the quality of the service were ineffective and did not ensure compliance</p> <p>Personal care- Regulation 18 HSCA RA Regulations 2014 Staffing</p> <p>(1) And (2). There were insufficient staff to provide safe care and support to people. Staff were not supported to carry out their roles.</p>	
<b>Progress:</b>	
Since commencement of the Care at Home – standard contract in May 2018, the Council have been made aware of a number of issues in delivery of the care at home (cont.)	

Service performed by Castlerock Recruitment Group. These concerns have been monitored by a multi-agency approach an enhanced level of contract management and a full embargo on all new referrals. Following discussions with Stockton Council CRG agreed to hand back Area 6, Central Stockton in September 2018.

Following the CQC inspection and due to continued concerns regarding the quality of care delivered in specific areas CRG have through discussion with the Council also agreed to hand back Area 1 Billingham (which includes Winford House).

The procurement team will continue to monitor the remaining areas (LD services and legacy work in the South of the Borough) through a multi-agency approach and enhanced contract management.

**CQC/SBC action plan and monitoring status:** A CQC and SBC service improvement plan has been completed by the provider and are being monitored weekly by procurement.

<b>Service name:</b>	<b>Interserve Healthcare – Tees Valley</b>
<b>Category of care:</b>	Home Care
<b>Address:</b>	Suite 22, Durham Tees Valley Business Centre, Orde Wingate Way, Stockton On Tees, TS19 0GD
<b>Ward:</b>	Newtown (office location)
<b>CQC link:</b>	<a href="https://www.cqc.org.uk/location/1-1761059072">https://www.cqc.org.uk/location/1-1761059072</a>
<b>Overall Rating:</b>	<b>Requires Improvement</b>
Safe:	Requires Improvement
Effective:	Requires Improvement
Caring:	Requires Improvement
Responsive:	Requires Improvement
Well – led:	Inadequate
<b>Date of Inspection:</b>	19 July 2018
<b>Date report published:</b>	21 November 2018
<b>Previous rating:</b>	<b>Good</b>
<b>Date previous report published:</b>	22 July 2016
<b>Note:</b> This service is not commissioned by SBC	

<b>Service name:</b>	<b>Cherry Tree</b>
<b>Category of care:</b>	Nursing Home
<b>Address:</b>	South Road, Norton, TS20 2TB
<b>Ward:</b>	Norton South
<b>CQC link:</b>	<a href="https://www.cqc.org.uk/location/1-126308846">https://www.cqc.org.uk/location/1-126308846</a>
<b>Overall Rating:</b>	<b>Requires improvement</b>
Safe:	Requires improvement
Effective:	Requires improvement
Caring:	Good
Responsive:	Requires Improvement
Well – led:	Requires improvement
<b>Date of Inspection:</b>	4 October 2018
<b>Date report published:</b>	28 November 2018
<b>Previous rating:</b>	Good
<b>Date previous report published:</b>	5 April 2016
<b>Note – breaches:</b>	
<p>The systems in place for medicines management did not keep people safe. Regulation 12 (2)(g)</p> <p>The premises were not kept secure and there were environmental hazards within the service. Regulation 12 (2)(d)</p> <p>Risks to people using the service were not adequately assessed and therefore plans to mitigate these risks were not in place. Regulation 12 (2)(a)</p> <p>People's care plans were not kept up to date and did not include a full and accurate record of a person's needs. Regulation 17 (2)(c)</p> <p>The system of audits being undertaken was not successful in improving the quality of the service. Regulation 17(2)(a)</p> <p>Feedback was being sought but this was not then used to improve standards at the service. Regulation 17(2)(e)</p> <p>Staffing levels were not calculated using a dependency tool and therefore the manager was not able to provide evidence that the staffing levels matched the needs of the people using the service. Regulation 18(1)</p>	
(cont.)	



<p>Action we have told the provider to take</p> <p>Specialist training had not been delivered to cover all aspects of people's care needs. Regulation 18(2)(a)</p> <p>Staff had not all had regular supervision in line with the provider's policy. Regulation 18(2)(a)</p>
<p><b>Progress:</b> CQC requested action plan.</p>
<p><b>CQC/SBC action plan and monitoring status:</b> CQC requested action plan, SBC will undertake enhanced contract management.</p>

<b>Service name:</b>	<b>Reuben Manor Care Home</b>
<b>Provider</b>	Silk Healthcare Limited
<b>Category of care:</b>	Residential Nursing Care
<b>Address:</b>	654-656 Yarm Rd, Eaglescliffe TS16 0DP
<b>Ward:</b>	Eaglescliffe
<b>CQC link:</b>	<a href="https://www.cqc.org.uk/location/1-110990847">https://www.cqc.org.uk/location/1-110990847</a>
<b>Overall Rating:</b>	<b>Good</b>
Safe:	Good
Effective:	Good
Caring:	Good
Responsive:	Good
Well – led:	Good
<b>Date of Inspection:</b>	6/11/18
<b>Date report published:</b>	13/12/18
<b>Previous rating:</b>	<b>Good</b>
<b>Date previous report published:</b>	11/7/16
<b>Note - breaches or special measures:</b> None	
<b>Progress:</b> Standard contract management monitoring.	
<b>CQC/SBC action plan and monitoring status:</b> None required.	

<b>Service name</b>	<b>Millbeck</b>
<b>Provider</b>	Anchor
<b>Category of care</b>	Accommodation for persons who require nursing or personal care, Dementia, Caring for adults over 65 yrs
<b>Address</b>	High Street, Norton, Stockton on Tees, TS20 1DQ
<b>Ward</b>	Norton North
<b>CQC link</b>	<a href="https://www.cqc.org.uk/location/1-126240914">https://www.cqc.org.uk/location/1-126240914</a>
<b>Overall Rating</b>	<b>Good</b>
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well – led	Good
<b>Date of Inspection</b>	20 November 2018 & 27 November 2018
<b>Date report published</b>	13 December 2018
<b>Previous rating</b>	<b>Good</b>
<b>Date previous report published</b>	11 July 2018
<b>Breach No_ &amp; Title</b>	N/A
<b>Level of Quality Assurance &amp; Contract Compliance</b>	
Standard level of contract management.	

<b>Service name:</b>	<b>New Horizons 24/7 Pvt Limited</b>
<b>Category of care:</b>	Homecare for people with mental health needs and learning disabilities
<b>Address:</b>	Stockton Business Centre, 70-74 Brunswick Street, Stockton On Tees, TS18 1DW
<b>Ward:</b>	Stockton Town Centre
<b>CQC link:</b>	<a href="https://www.cqc.org.uk/location/1-4477004450">https://www.cqc.org.uk/location/1-4477004450</a>
<b>Overall Rating:</b>	<b>Good</b>
Safe:	Good
Effective:	Good
Caring:	Good
Responsive:	Good (cont.)

Well – led:	Good
<b>Date of Inspection:</b>	14 November 2018
<b>Date report published:</b>	11 December 2018
<b>Previous rating:</b>	n/a
<b>Date previous report published:</b>	
<b>Note:</b> This service is not commissioned by SBC.	

<b>Service Name</b>	<b>Woodside Grange Nursing Home</b>
<b>Provider Name</b>	St Martin's Care
<b>Category of care</b>	Care Home with Nursing
<b>Address</b>	Tedder Avenue, Thornaby, Stockton-on-Tees, TS17 9JP
<b>Ward</b>	Stainsby Hill
<b>CQC link</b>	<a href="https://www.cqc.org.uk/location/1-111585008/contact">https://www.cqc.org.uk/location/1-111585008/contact</a>
<b>Overall Rating</b>	<b>Requires Improvement</b>
<b>Safe</b>	Good
<b>Effective</b>	Good
<b>Caring</b>	Good
<b>Responsive</b>	Good
<b>Well – led</b>	Requires Improvement
<b>Date of Inspection</b>	20 November 2018
<b>Date report published</b>	22 December 2018
<b>Previous rating</b>	<b>Requires Improvement</b>
<b>Date previous report published</b>	14 December 2017
<b>Breach No_ &amp; Title</b>	
Regulation 12 – Medicines were not always managed safely. Reg. 12 (1)	
<b>Level of Quality Assurance &amp; Contract Compliance</b>	
<p>Enhanced Contract Management</p> <p>In normal circumstances CQC would require the Provider to create an action plan to provide assurance the areas that require improvement are being addressed. In this case CQC have not requested an action plan rather they are looking to re-inspect within 6 months.</p> <p>Due to the size of the home and historic issues the home is under monthly Enhanced Contract Management.</p>	

**Primary Medical Services**

<b>Service name:</b>	<b>Woodlands Family Medical Centre</b>
<b>Category of care:</b>	Primary Medical Care
<b>Address:</b>	106 Yarm Lane, Stockton On Tees, TS18 1YE
<b>Ward:</b>	Stockton Town Centre
<b>CQC link:</b>	<a href="https://www.cqc.org.uk/location/1-586322637">https://www.cqc.org.uk/location/1-586322637</a>
<b>Overall Rating:</b>	<b>Good</b>
Safe:	Good
Effective:	Good
Caring:	Good
Responsive:	Good
Well – led:	Good
<b>Date of Inspection:</b>	18 and 24 October 2018
<b>Date report published:</b>	14 December 2018
<b>Previous rating:</b>	<b>Good</b>
<b>Date previous report published:</b>	4 February 2016

**Hospital and Community Health Services (including mental health care)**

<b>Service name</b>	<b>Billingham Grange Independent Hospital</b>
<b>Category of care</b>	Independent Mental Health Hospital
<b>Address</b>	High Grange Avenue, Billingham, Stockton On Tees, TS23 3TY
<b>Ward</b>	Billingham North
<b>CQC link</b>	<a href="https://www.cqc.org.uk/location/1-125863239">https://www.cqc.org.uk/location/1-125863239</a>
<b>Overall Rating</b>	<b>Good</b>
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well – led	Good
<b>Date of Inspection</b>	23 and 24 April 2018
<b>Date report published</b>	5 October
<b>Previous rating</b>	<b>Good</b>
<b>Date previous report published</b>	21 Jul 2016
Nb. This service is not commissioned by SBC.	