

Care Quality Commission (CQC) Inspection Outcomes – Quarter 4 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 January to March 2019 inclusive.

During this quarter, 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:

- nine Adult Care services were reported on (two were rated Outstanding, five were rated Good, two were rated Requires Improvement);
- four report was released on Primary Medical Care (all standards were met/no action required);
- three reports were published on Hospitals/Other Health Care (one was rated Outstanding, two were 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)

Service Name	The Robert Atkinson Centre	
Provider Name	Thumhara Centre	
Category of care	Homecare	
Address	The Robert Atkinson Centre, Thorntree Road, Stockton-on-Tees, TS17 8AP	
Ward	Mandale and Victoria	
CQC link	https://www.cqc.org.uk/location/1-5010650985	
	New Rating	Previous Rating
Overall Rating	Good	n/a
Safe	Good	n/a
Effective	Good	n/a
Caring	Good	n/a
Responsive	Good	n/a
Well – led	Good	n/a
Date of Inspection	10 December 2018	
Date report published	7 January 2019	
Note: This service is not commissioned by the Council.		

Service Name	Home Instead Senior Care	
Provider Name	Cleveland Care at Home Limited	
Category of care	Homecare	
Address	Suite 5a, Surtees Business Centre, Bowesfield Lane, Preston Farm, Stockton On Tees, TS18 3HP	
Ward	Parkfield and Oxbridge (office location)	
CQC link	https://www.cqc.org.uk/location/1-1949547929	
	New Rating	Previous Rating
Overall Rating	Outstanding*	Good
Safe	Good	Good
Effective	Good	Good
Caring	Outstanding	Good
Responsive	Good	Good
Well – led	Outstanding	Good
Date of Inspection	24 September 2018	
Date report published	8 January 2019	
Date previous report published	9 June 2016	
Note: This service is not commissioned by the Council.		

Service name	Prioritising People's Lives	
Provider name	Prioritising People's Lives	
Category of care	Care at Home	
Address	Suite 6, Durham Tees Valley Business Centre, Orde Wingate Way, Stockton On Tees, TS19 0GD	
Ward	Newtown	
CQC link	https://www.cqc.org.uk/location/1-2070801178	
	New Rating	Previous Rating
Overall Rating	Good	Requires Improvement
Safe	Good	Requires Improvement
Effective	Good	Requires Improvement
Caring	Good	Requires Improvement
Responsive	Good	Requires Improvement
Well-Led	Good	Requires Improvement
Date of Inspection	5 December 2018	
Date report published	15 January 2019	
Date previous report published	26 September 2017	
Breach No_ & Title		
N/A		
Level of Quality Assurance & Contract Compliance		
Standard contract monitoring. One pro-active assessment per year, re-active visits when necessary.		

Service name	Brookleigh Caring Services – Gloucester House	
Provider name	Brookleigh Caring Services Ltd	
Category of care	Homecare	
Address	Gloucester House, Winford House, The Causeway, Billingham, TS23 2DA	
Ward	Billingham Central	
CQC link	https://www.cqc.org.uk/location/1-3136571554/contact	
	New Rating	Previous Rating
Overall Rating	Requires Improvement	n/a
Safe	Requires Improvement	n/a
Effective	Good	n/a
Caring	Good	n/a
Responsive	Good	n/a
Well-Led	Requires Improvement	n/a
Date of Inspection	28 November 2018	
Date report published	12 January 2019	
Previous Rating	n/a	
Date previous report published	n/a	
Breach No_ & Title		
Regulation 17 – Good Governance We found the provider did not have systems and processes in place to improve the quality and safety of the service. Regulation 17(1) (2)(a)(b)(c)		
Level of Quality Assurance & Contract Compliance		
2-3 Enhanced Quality Assurance and Compliance Monthly visits due to Requires Improvement rating and previous safeguard issues.		

Service name	Positive Support For You CIC	
Provider name	Positive Support For You CIC	
Category of care	Home Care: <65s, Learning Disabilities	
Address	Kickstart 2, South Shields Business Works, Henry Robson Way, South Shields, NE33 1RF	
Ward	n/a	
CQC link	https://www.cqc.org.uk/location/1-1188507803	
	New CQC Rating	Previous CQC Rating
Overall Rating	Good	Good
Safe	Good	Good
Effective	Good	Good
Caring	Good	Good
Responsive	Good	Good
Well – led	Good	Good
Date of Inspection	27 November 2018	
Date report published	31 January 2019	
Date previous report published	17 June 2016	
Breach No_ & Title		
N/A		
Level of Quality Assurance & Contract Compliance		
<p>Standard quality assurance and compliance.</p> <p>The service is consistently performing well and requires routine monitoring; one proactive assessment per year, with reactive visits as required.</p>		

Service Name	Wellburn House	
Provider Name	Akari Care	
Category of Care	Care Home	
Address	Wellburn Road, Fairfield, Stockton-on-Tees, TS19 7PP	
Ward	Fairfield	
CQC link	https://www.cqc.org.uk/location/1-327616973	
	New CQC Rating	Previous CQC Rating
Overall	Good	Requires Improvement
Safe	Good	Requires Improvement
Effective	Good	Requires Improvement
Caring	Good	Requires Improvement
Responsive	Good	Requires Improvement
Well-Led	Requires Improvement	Inadequate
Date of Inspection	22 January 2019	
Date Report Published	5 February 2019	
Date Previous Report Published	4 June 2019	
Breach Number and Title		
N/A		
Level of Quality Assurance & Contract Compliance		
<p>Requires improvement for Well-Led due to manager's registration being pending at the time of the inspection.</p> <p>Standard quality assurance monitoring in place. An annual quality inspection will be carried out using PAMMS assessment tool, alongside reactive visits as and when required.</p>		

Service Name	Briardene Care Home	
Provider Name	Briardene Healthcare Homes Ltd	
Category of Care	Care home with nursing	
Address	West Avenue, Billingham, TS23 1DA	
Ward	Billingham South	
CQC link	https://www.cqc.org.uk/sites/default/files/new_reports/INS2-5770179241.pdf	
	New CQC Rating	Previous CQC Rating
Overall	Outstanding	Good
Safe	Good	Good
Effective	Outstanding	Good
Caring	Outstanding	Outstanding
Responsive	Outstanding	Good
Well-Led	Outstanding	Good
Date of Inspection	10 January 2019	
Date Report Published	6 March 2019	
Date Previous Report Published	2 August 2016	
Breach Number and Title		
-		
Level of Quality Assurance & Contract Compliance		
Standard contract monitoring		

Service Name	Ayresome Court	
Provider Name	Akari Care	
Category of Care	Care home with nursing	
Address	Green Lane, Yarm, TS15 9EH	
Ward	Yarm	
CQC link	https://www.cqc.org.uk/location/1-327497984 cont.	
	New CQC Rating	Previous CQC Rating
Overall	Good	Good
Safe	Good	Good
Effective	Good	Good
Caring	Good	Good
Responsive	Good	Good
Well-Led	Good	Good
Date of Inspection	12 February 2019	
Date Report Published	5 March 2019	
Date Previous Report Published	28 April 2019	
Breach Number and Title	-	
Level of Quality Assurance & Contract Compliance	Standard quality assurance monitoring in place. An annual quality inspection will be carried out using PAMMS assessment tool, alongside reactive visits as and when required.	

Service name	Care Matters	
Provider name	Care Matters Teesside (Homecare) Ltd	
Category of care	Homecare	
Address	Unit 2, Orde Wingate Way, Stockton On Tees, TS19 0GA	
Ward	Newtown	
CQC link	https://www.cqc.org.uk/location/1-4651567238	
	New Rating	Previous Rating
Overall Rating	Requires Improvement	n/a
Safe	Requires Improvement	n/a
Effective	Requires Improvement	n/a
Caring	Good	n/a
Responsive	Good	n/a
Well-Led	Requires Improvement	n/a
Date of Inspection	23 rd January 2019	
Date report published	23 rd February 2019	
Date previous report published	NA – this is the first report since the service opened in July 2018.	
Breach No_ & Title		
Regulation 17 HSCA RA Regulations 2014 Good governance 2.(a) (b) (c)		
The provider had failed to assess, monitor and improve the quality and safety of the services provided in the carrying on of the regulated activity.		
The provider failed to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk which arise from the carrying on of the regulated activity.		
The provider failed to maintain securely an accurate, complete and contemporaneous record in respect of each service user.		
Level of Quality Assurance & Contract Compliance		
2-3 Enhanced Quality Assurance and Compliance		
Monthly visits due to Requires Improvement rating and previous safeguard issues.		
The service will be visited on a monthly basis to go over the shortfalls highlighted above.		

Primary Medical Care Services

Service Name	Best Life Clinic	
Provider Name	Best Life Healthcare Ltd	
Category of care	Private urology (the regulated of care that was inspected)	
Address	27 Norton Road, Stockton On Tees, TS18 2BW	
Ward	Stockton Town Centre	
CQC link	https://www.cqc.org.uk/location/1-2711285000	
	New Rating	Previous Rating
Overall Rating	Standards met	n/a
Safe	Standards met	n/a
Effective	Standards met	n/a
Caring	Standards met	n/a
Responsive	Standards met	n/a
Well – led	Standards met	n/a
Date of Inspection	7 November 2018	
Date report published	8 January 2019	
Note: This private primary care service is not subject to the usual ratings system.		

Service Name	Bupa - Healaugh Park, Yarm	
Provider Name	Oasis Dental Care Ltd	
Category of care	Dental care	
Address	4 Healaugh Park, Yarm, TS15 9XN	
Ward	Yarm	
CQC link	https://www.cqc.org.uk/location/1-199555518	
	New Rating	Previous Rating
Overall Rating	No action required	All standards met
Safe	No action required	All standards met
Effective	No action required	
Caring	No action required	
Responsive	No action required	
Well – led	Improvements required	
Date of Inspection	4 December 2018	
Date report published	10 January 2019	
Date previous report published	January 2013	
Note: Dental practices are not subject to the usual ratings regime.		

Service Name	Northern Circumcision Clinic - Billingham	
Provider Name	Northern Circumcision Clinic	
Category of care	Primary care	
Address	Abbey Health Centre, Finchale Avenue, Billingham, TS23 2DG	
Ward	Billingham Central	
CQC link	https://www.cqc.org.uk/location/1-4177072310	
	New Ratings	Previous Rating
Overall Rating	Standards met	n/a
Safe	Standards met	n/a
Effective	Standards met	n/a
Caring	Standards met	n/a
Responsive	Standards met	n/a
Well – led	Standards met	n/a
Date of Inspection	12 December 2018	
Date report published	14 January 2019	
Previous rating	n/a	
Date previous report published	n/a	
Note: This private primary care service is not subject to the usual ratings system.		

Service name	Lynes Dental Practice	
Provider name	J P & M Lyne Limited	
Category of care	Primary dental care	
Address	431 Norton Road, Norton, Stockton On Tees, TS20 2QQ	
Ward	Norton North	
CQC link	https://www.cqc.org.uk/location/1-189959324	
	New CQC Rating	Previous CQC Rating
Overall Rating	No action required	All standards met
Safe	No action required	All standards met
Effective	No action required	
Caring	No action required	
Responsive	No action required	
Well-Led	No action required	
Date of Inspection	29 January 2019	
Date report published	4 March 2019	
Date previous report published	24 November 2012 (All standards were met under previous ratings system)	
Note: Dental practices are not subject to the usual ratings regime.		

Hospital and Community Health Services (including mental health care)

Service name	The Billingham Grange Independent Hospital	
Provider name	Barchester Ltd	
Category of care	Hospitals – Mental Health/Capacity	
Address	The Billingham Grange Independent Hospital, High Grange Avenue, Billingham, Stockton, TS23 3TY	
Ward	Billingham North	
CQC link	https://www.cqc.org.uk/location/1-125863239/contact	
	New CQC Ratings	Previous CQC Ratings
Overall Rating	Outstanding *	Good
Safe	Good	Good
Effective	Good	Partial Inspection
Caring	Outstanding	Partial Inspection
Responsive	Good	Partial Inspection
Well-Led	Outstanding	Partial Inspection
Date of Inspection	23 and 24 April 2018	
Date report published	10 January 2019	
Date previous report published	21 July 2016 (please note previous inspection was partial)	
Breach No_ & Title		
NA		
Level of Quality Assurance & Contract Compliance		
Standard Quality Assurance		
The service is high performing and requires minimum quality assurance at this stage		

Service Name	Stockton Recovery Service	
Provider Name	Change, Grow, Live (CGL)	
Category of care	Substance misuse service.	
Address	32 William St Stockton On Tees, TS18 1DN	
Ward	Stockton Town Centre	
CQC link	https://www.cqc.org.uk/location/1-4632202186	
	New Rating	Previous Rating
Overall Rating	Good	n/a
Safe	Requires Improvement	n/a
Effective	Good	n/a
Caring	Good	n/a
Responsive	Good	n/a
Well – led	Good	n/a
Date of Inspection	20-22 November 2018	
Date report published	18 January 2019	
Breach No_ & Title		
Regulation 12 HSCA (RA) Regulations 2014 Safe care and Treatment Not all clients had a completed risk management plan which addressed all risks identified. This was a breach of regulation 12(1)(2)(a)(b)		
Level of Quality Assurance & Contract Compliance		
Standard		

Service name	North Tees MRI Unit	
Provider name	Alliance Medical Ltd	
Category of care	NHS Diagnostic Screening	
Address	University Hospital of North Tees, Hardwick, Stockton-on-Tees, TS19 8PE	
Ward	Hardwick and Salters Lane	
CQC link	https://www.cqc.org.uk/location/1-137505410	
	New Rating	Previous Rating
Overall Rating	Good	All standards met
Safe	Good	All standards met
Effective	n/a	
Caring	Good	
Responsive	Good	
Well-Led	Good	
Date of Inspection	12 December 2018	
Date report published	28 February 2019	
Date previous report published	14 February 2013	
Note: This service is not commissioned by the Council.		