

Care Quality Commission (CQC) Inspection Outcomes – Quarter 1 2019-20

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.

Quarterly Summary of Published Reports

This update includes inspection reports published between April – June 2019 inclusive. These are included at **Appendix 1** and contain the results of all inspections of services based in the Borough (irrespective of whether they are commissioned by the Council).

During this quarter, eight inspection results were published. In addition, this report also includes one published late in Quarter 4 2018-19. 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 (four were rated Good, three were rated Requires Improvement, two were Inadequate);
- no reports were released on Primary Medical Care services
- no reports were published on Hospitals/Other Health Care services

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.

Overall position – Commissioned Services

Appendix 2 outlines the current overall position for those Adult Social Care services that are commissioned by the Council.

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

Provider Name	Willow View	
Service Name	Willow View	
Category of Care	Residential and Residential Dementia	
Address	1 Norton Court, Norton Road, Stockton-on-Tees, TS20 2BL	
Ward	Norton South	
CQC link	https://www.cqc.org.uk/location/1-2017529554	
	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	Good	Requires Improvement
Date of Inspection	13 / 3 / 19	
Date Report Published	29 / 3 / 19	
Date Previous Report Published	10 / 1 / 18	
Breach Number and Title		
None		
Level of Quality Assurance & Contract Compliance		
Level 1 – No Concerns		

Please note the Willow View Report was published during Quarter 1.

Provider Name	Direct Health (Accord Housing)	
Service Name	Direct Health Homecare	
Category of Care	Care at Home	
Address	Varsity House, 2 Falcon Court, Preston Farm Industrial Estate, Stockton-on-Tees, TS18 3TS	
Ward	Parkfield and Oxbridge (office location)	
CQC link	https://www.cqc.org.uk/location/1-3622464507	
	New CQC Rating	Previous CQC Rating
Overall	Requires Improvement	Requires Improvement
Safe	Requires Improvement	Requires Improvement
Effective	Good	Good
Caring	Good	Good
Responsive	Good	Good
Well-Led	Requires Improvement	Requires Improvement
Date of Inspection	12 March 2019	
Date Report Published	8 May 2019	
Date Previous Report Published	2 May 2018	
Breach Number and Title		
Regulation 12 HSCA RA Regulations 2014 Safe care and treatment		
Medicines records were not always completed correctly. This meant that the service was unable to keep accurate records in relation to peoples' care or to ensure medicines were administered safely.		
Level of Quality Assurance & Contract Compliance		
Quality Threshold Level 2 – Supportive – Monitor provider's action plan and work with provider identify areas for improvement and ensure implementation of the improvements are robust, ensuring that medicines are administered safely. An annual PAMMS inspection will be carried out.		
As a foot note, there is a new manager in place who CQC expressed their confidence in going forward. Registration of said manager was not in place at the time of inspection.		

Provider Name	The Poplars (Thornaby) Limited	
Service Name	The Poplars Care Home	
Category of Care	Nursing & Residential	
Address	375 Thornaby Road, Stockton-on-Tees, TS17 8QN	
Ward	Village	
CQC link	https://www.cqc.org.uk/location/1-1909942363	
	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	21 February 2019	
Date Report Published	17 May 2019	
Date Previous Report Published	1 September 2016	
Breach Number and Title		
N/A		
Level of Quality Assurance & Contract Compliance		
Quality Threshold Level 1 – Business as usual / standard monitoring.		

Provider Name	Akari Care	
Service Name	Piper Court	
Category of Care	Nursing Residential	
Address	Sycamore Way, Stockton-on-Tees, TS19 8FR	
Ward	Hardwick & Salters Lane	
CQC link	https://www.cqc.org.uk/location/1-327573482/reports	
	New CQC Rating	Previous CQC Rating
Overall	Good	Requires Improvement
Safe	Requires Improvement	Good
Effective	Good	Requires Improvement
Caring	Good	Requires Improvement
Responsive	Good	Requires Improvement
Well-Led	Good	Requires Improvement
Date of Inspection	28 May 2019	
Date Report Published	7 June 2019	
Date Previous Report Published	24 April 2018	
Breach Number and Title		
N/A		
Level of Quality Assurance & Contract Compliance		
1 – No Concerns/Minor Concerns		
The service was rated Requires Improvement for 'Safe' due to Further improvements needed to show what action had been taken when people lost weight, and Staff were not fully completing fluid charts when required.		

Provider Name	Prestige Estates	
Service Name	Roseville Care Centre	
Category of Care	Residential Dementia and Nursing	
Address	Blair Avenue, Ingleby Barwick, Stockton-on-Tees, TS17 5BL	
Ward	Ingleby Barwick West	
CQC link	https://www.cqc.org.uk/location/1-5123732549	
	New CQC Rating	Previous CQC Rating
Overall	Requires Improvement	Good
Safe	Requires Improvement	Good
Effective	Requires Improvement	Good
Caring	Good	Good
Responsive	Good	Good
Well-Led	Requires Improvement	Good
Date of Inspection	28 / 2 / 19	
Date Report Published	22 / 5 / 19	
Date Previous Report Published	24 / 3 / 19	
Breach Number and Title		
Regulation 12 HSCA RA Regulations 2014 Safe Care and Treatment		
CQC reported that there were issues around the management and recording of medication. The issues picked up during the inspection were also missed by management medication audits which affected safe, effective and well-led, thus bringing the overall rating down to Requires Improvement.		
Level of Quality Assurance & Contract Compliance		
Level 2 – Moderate Concerns. Regular monitoring visits will take place following the RI rating. This is the first CQC inspection for Roseville under the ownership of Prestige, however the previous rating has been included for comparison purposes.		

Provider Name	Direct Health	
Service Name	Meadowfield House	
Category of Care	Care at Home	
Address	Meadowfield House, Thorntree Road, Thornaby, Stockton-on-Tees, TS17 8HJ	
Ward	Village	
CQC link	https://www.cqc.org.uk/location/1-5266039151	
	New CQC Rating	Previous CQC Rating
Overall	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	23 May 2019	
Date Report Published	14 June 2019	
Date Previous Report Published	N/A	
Breach Number and Title		
N/A		
Level of Quality Assurance & Contract Compliance		
1 – No Concerns/Minor/Concerns Provider will take part in the local authority quality assurance assessment in due course. This is the provider's first inspection as an extra care service. The Care at Home provider and extra care setting are now two separate registered locations with CQC.		

Provider Name	Qualia Care	
Service Name	St Marks	
Category of Care	Dementia Nursing	
Address	1 Hartburn Lane, Stockton-on-Tees, TS18 3QJ	
Ward	Parkfield and Oxbridge	
CQC link	https://www.cqc.org.uk/location/1-6371562655	
	New CQC Rating	Previous CQC Rating
Overall	Inadequate	Good
Safe	Inadequate	Requires Improvement
Effective	Requires Improvement	Good
Caring	Requires Improvement	Good
Responsive	Requires Improvement	Good
Well-Led	Inadequate	Good
Date of Inspection	29/04/2019	
Date Report Published	26/06/2019	
Date Previous Report Published	07/12/2019 - The previous report was conducted when the home was owned by HC One.	
Breach Number and Title		
<p>Regulation 12 HSCA RA Regulations 2014 Safe care and treatment:</p> <p>Environmental and individual risks were not always identified and mitigated. The service did not ensure regular checks of equipment and the premises were conducted. Medicines were not managed safely. Poor infection control practices placed people at risk of cross contamination.</p> <p>Regulation 13 HSCA RA Regulations 2014 Safeguarding service users from abuse and improper treatment:</p> <p>The service failed to take immediate action upon becoming aware of an allegation of harm. Staff disregarded people's care and treatment needs.</p> <p>Regulation 14 HSCA RA Regulations 2014 Meeting nutritional and hydration needs:</p> <p>The provider failed to ensure the nutritional and hydration needs of service users were met.</p> <p>Regulation 17 HSCA RA Regulations 2014 Good governance:</p> <p>The service did not have effective systems and processes to assess, monitor and improve the quality and safety of the service. The service did not maintain an accurate and complete record of people's care and treatment.</p>		
[cont.]		

Level of Quality Assurance & Contract Compliance

Level 3 (Major Concerns).

The home is currently in embargo and under the Teeswide Responding to and Addressing Serious Concerns Protocol. This has been the case since 10th of May 2019.

The home is currently working towards an action plan to remedy the breaches and feedback following the CQC report. Weekly monitoring visits have been taking place by the designated Quality Assurance and Compliance Officer, along with the Head of Quality and Safeguarding at the CCG since the embargo and RSCP has been in place.

Provider Name	CRG Homecare	
Service Name	CRG Stockton	
Category of Care	Care at Home	
Address	Stockton Business Centre, 70-74 Brunswick Street, Stockton On Tees, S18 1DW	
Ward	Stockton Town Centre (office location)	
CQC link	https://www.cqc.org.uk/location/1-540127754	
	New CQC Rating	Previous CQC Rating
Overall	Inadequate	Inadequate
Safe	Inadequate	Inadequate
Effective	Inadequate	Inadequate
Caring	Requires Improvement	Requires Improvement
Responsive	Requires Improvement	Requires Improvement
Well-Led	Inadequate	Requires Improvement
Date of Inspection	01/04/2019	
Date Report Published	26/06/2019	
Date Previous Report Published	02/11/2019	
Breach Number and Title		
<p>Regulation 11 HSCA RA Regulations 2014: Need for consent - The provider failed to ensure staff worked in line with the requirements of the MCA and accompanying code of practice. Regulation 11(3)</p> <p>Regulation 12 HSCA RA Regulations 2014: Safe care and treatment - People using the service did not receive safe care and support. This included the management of risk, knowledge and response to safeguarding and control and missed and late calls. Regulation 12(1)</p> <p>Regulation 16 HSCA RA Regulations 2014: Receiving and acting on complaints - The provider had failed to establish and operate effectively an accessible system for identifying, receiving, recording, handling and responding to complaints by service users and other persons. Regulation 16 (2)</p> <p>Regulation 17 HSCA RA Regulations 2014: Good governance – The provider failed to maintain accurate records, monitor the quality and safety of the service, to monitor and reduce risks to people and act on feedback. Regulation 17(1)</p>		
Level of Quality Assurance & Contract Compliance		
Following a prolonged period of service failure in the area, Stockton Borough Council gave CRG the option to hand all services back. The offer was accepted. CRG have now de-registered their Stockton service and are no longer in the area. All former CRG packages have been handed transitioned to alternative providers.		

Provider Name	Indigo Care Services	
Service Name	Green Lodge	
Category of Care	Residential and residential dementia	
Address	Green Lodge, Billingham, Stockton-on-Tees, TS23 1EW	
Ward	Billingham South	
CQC link	https://www.cqc.org.uk/location/1-2579811782	
	New CQC Rating	Previous CQC Rating
Overall	Requires Improvement	Requires Improvement
Safe	Requires Improvement	Requires Improvement
Effective	Requires Improvement	Good
Caring	Requires Improvement	Good
Responsive	Good	Good
Well-Led	Requires Improvement	Requires Improvement
Date of Inspection	14/05/2019	
Date Report Published	19/06/2019	
Date Previous Report Published	31/07/2019	
Breach Number and Title		
No breaches.		
Level of Quality Assurance & Contract Compliance		
Level 2 - Moderate Concerns On-going monitoring to continue. Meeting with CQC and Green Lodge arranged in August to devise an improvement plan to attempt to bring the home up to good standard for the next inspection. Green Lodge are currently working through a PAMMS action plan.		

Primary Medical Care Services

n/a

Hospital and Community Health Services (including mental health care)

n/a

Appendix 2

Overall position for commissioned services

As of Quarter 1, the overall summary of ratings of Adult Social Care services commissioned by the Council is as follows:

	Outstanding	Good	Requires Improvement	Inadequate	Awaiting Assessment
Nursing Home	1	10	4	1	
Residential Home		12	3		2
Learning Disabilities Home	2	11	3		
Mental Health Home		3			
Care at Home		19	4		3

Nb. The Inadequate rating for the Care at Home provider CRG (referenced in Appendix 1) is not included in the table above as they are no longer commissioned by the Council.