

Care Quality Commission (CQC) Inspection Outcomes – Quarter 2 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 July to September 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, fourteen inspection results 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 (ten were rated Good, two were rated Requires Improvement);
- two reports were released on Primary Medical Care services (both rated as Good)
- 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.

Appendix 1

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

Provider Name	Milewood Healthcare Ltd	
Service Name	Glenthorne Court	
Category of Care	Residential – Learning Disabilities & Mental Health	
Address	377 Norton Road, Stockton-on-Tees, TS20 2PJ	
Ward	Norton North	
CQC link	https://www.cqc.org.uk/sites/default/files/new_reports/INS2-5770179321.pdf	
	New CQC Rating	Previous CQC Rating
Overall	Good	Requires Improvement
Safe	Good	Requires Improvement
Effective	Good	Good
Caring	Good	Good
Responsive	Good	Good
Well-Led	Good	Requires Improvement
Date of Inspection	17 June 2019	
Date Report Published	13 July 2019	
Date Previous Report Published	18 June 2018	
Breach Number and Title		
N/a		
Level of Quality Assurance & Contract Compliance		
Quality Threshold Level 1 – Standard monitoring		
PAMMS Assessment- Date / Rating	11 April 2019	Good

Provider Name	T.L Care Ltd	
Service Name	Mandale House	
Category of Care	Residential/Residential Dementia	
Address	136 Acklam Rd, Thornaby, Stockton-on-Tees, TS17 7JR	
Ward	Mandale & Victoria	
CQC link	https://www.cqc.org.uk/location/1-146749347	
	New CQC Rating	Previous CQC Rating
Overall	Good	Requires Improvement
Safe	Good	Requires Improvement
Effective	Good	Requires Improvement
Caring	Good	Good
Responsive	Good	Requires Improvement
Well-Led	Good	Requires Improvement
Date of Inspection	2 July 2019	
Date Report Published	19 July 2019	
Date Previous Report Published	4 July 2018	
Breach Number and Title		
N/A		
Level of Quality Assurance & Contract Compliance		
Quality Assurance Level 1 – No concerns/minor concerns		
NB: At the time of writing this briefing the CQC website has not been updated to reflect the new inspection. However, confirmation of the new rating has come direct from CQC.		
PAMMS Assessment- Date / Rating	8 April 2019	Requires Improvement

Provider Name	Interserve	
Service Name	Interserve	
Category of Care	Community services - Nursing, Homecare agencies	
Address	Suite 22, Durham Tees Valley Business Centre, Orde Wingate Way, Stockton On Tees, TS19 0GD	
Ward	Newtown (office location)	
CQC link	https://www.cqc.org.uk/location/1-1761059072	
	New CQC Rating	Previous CQC Rating
Overall	Requires Improvement	Requires Improvement
Safe	Good	Requires Improvement
Effective	Good	Requires Improvement
Caring	Good	Requires Improvement
Responsive	Requires Improvement	Requires Improvement
Well-Led	Requires Improvement	Inadequate
Date of Inspection	22 May 2019	
Date Report Published	20 July 2019	
Date Previous Report Published	19 July 2018	
Breach Number and Title		
N/A		
Level of Quality Assurance & Contract Compliance		
Quality Assurance Level 1 – No concerns/minor concerns This provider is on the Complex care framework and is not currently active and there are no service users with this provider.		
PAMMS Assessment- Date / Rating	Not Assessed as above	

Provider Name	Royal Mencap Society	
Service Name	Mencap – Teesside Domiciliary Care Agency	
Category of Care	Care at Home	
Address	Tower House, Teesdale South Business Park, Thornaby Place, Stockton-on-Tees, TS17 6SF	
Ward	Mandale and Victoria (office location)	
CQC Link	https://www.cqc.org.uk/location/1-2409032588	
	New CQC Rating	Previous CQC Rating
Overall	Good	Good
Safe	Good	Good
Effective	Good	Good
Caring	Good	Good
Responsive	Outstanding	Good
Well-Led	Good	Good
Date of Inspection	2 July 2019	
Date Report Published	6 August 2019	
Date of Previous Report	6 January 2017	
Breach Number and Title		
No breaches.		
Level of Quality Assurance and Contract Compliance		
Level 1: Standard monitoring		
PAMMS Assessment- Date / Rating	Not yet Assessed	

Provider Name	Lorne House Trustees	
Service Name	Lorne House	
Category of Care	(LD) Residential	
Address	66 Yarm Road, Stockton On Tees, TS18 3PQ	
Ward	Parkfield & Oxbridge	
CQC link	https://www.cqc.org.uk/location/1-130468548	
	New CQC Rating	Previous CQC Rating
Overall	Good	Requires Improvement
Safe	Good	Good
Effective	Good	Good
Caring	Good	Good
Responsive	Good	Good
Well-Led	Good	Requires Improvement
Date of Inspection	10 July 2019	
Date Report Published	20 August 2019	
Date Previous Report Published	12 July 2018	
Breach Number and Title		
N/A		
Level of Quality Assurance & Contract Compliance		
Quality Assurance Level 1 - No Concerns/Minor Concerns		
PAMMS Assessment- Date / Rating	27 February 2019	Good

Provider Name	Elysium Care Limited	
Service Name	Stockton Lodge Care Home	
Category of Care	(OP) Residential/Residential Dementia	
Address	Harrowgate Lane, Stockton-on-Tees, TS19 8HD	
Ward	Hardwick & Salters Lane	
CQC link	https://www.cqc.org.uk/location/1-3624613029	
	New CQC Rating	Previous CQC Rating
Overall	Requires Improvement	Requires Improvement
Safe	Requires Improvement	Requires Improvement
Effective	Good	Requires Improvement
Caring	Good	Requires Improvement
Responsive	Requires Improvement	Requires Improvement
Well-Led	Requires Improvement	Requires Improvement
Date of Inspection	19 & 24 June 1 July 2019	
Date Report Published	19 August 2019	
Date Previous Report Published	1 June 2018	
Breach Number and Title		
<p>Regulation 12 HSCA RA Regulations 2014 Safe Care and Treatment:</p> <ul style="list-style-type: none"> • There was a lack of oversight of incidents likely to cause harm • The security of the building was not always managed • The management of medicines need to be improved <p>Regulation 17 HSCA RA Regulations 2014 Good Governance:</p> <ul style="list-style-type: none"> • Quality assurance procedures were ineffective 		
Level of Quality Assurance & Contract Compliance		
<p>Quality Assurance Level 2 – Moderate Concerns.</p> <p>PAMMS inspection was arranged for 24th June, however CQC completed their Inspection over the same period; therefore PAMMS inspection has been postponed to December 2019 to effectively monitor improvements following CQC Action Plan.</p> <p>Footnote: The current Manager has resigned and there will be a new Manager and Deputy Manager in post from 23rd September. The Owner has also scheduled a full structural review of the service when the new Manager is in post.</p>		
PAMMS Assessment- Date / Rating	Not yet assessed as above	

Provider Name	Cleveden Care Limited	
Service Name	Teesdale Lodge Nursing Home	
Category of Care	(OP) Residential/Residential Nursing	
Address	Radcliffe Crescent, Thornaby, Stockton-on-Tees TS17 6BS	
Ward	Mandale and Victoria	
CQC link	https://www.cqc.org.uk/location/1-120255488	
	New CQC Rating	Previous CQC Rating
Overall	Good	Requires Improvement
Safe	Good	Requires Improvement
Effective	Good	Good
Caring	Good	Good
Responsive	Good	Good
Well-Led	Good	Requires Improvement
Date of Inspection	15 August 2019	
Date Report Published	3 September 2019	
Date Previous Report Published	13 September 2018	
Breach Number and Title		
None		
Level of Quality Assurance & Contract Compliance		
Quality Assurance Level 1 – No concerns/minor concerns.		
PAMMS Assessment- Date / Rating	20 February 2019	Good

Provider Name	Action for Care Ltd	
Service Name	Springwood	
Category of Care	Learning Disabilities Residential	
Address	66 Darlington Back Lane, Stockton On Tees, TS19 8TG	
Ward	Bishopsgarth & Elmtree	
CQC link	https://www.cqc.org.uk/location/1-3296246220	
	New CQC Rating	Previous CQC Rating
Overall	Good	Requires Improvement
Safe	Good	Requires Improvement
Effective	Good	Good
Caring	Good	Good
Responsive	Good	Good
Well-Led	Good	Requires Improvement
Date of Inspection	7 August 2019	
Date Report Published	30 August 2019	
Date Previous Report Published	20 July 2018	
Breach Number and Title		
N/A		
Level of Quality Assurance & Contract Compliance		
Quality Assurance Level 1 - No concerns/minor concerns.		
PAMMS Assessment- Date / Rating	Not yet assessed	

Provider Name	Bondcare Willington Ltd	
Service Name	Allington House	
Category of Care	Residential and Nursing	
Address	Marsh House Avenue, Billingham, TS23 3ET	
Ward	Billingham North	
CQC link	https://www.cqc.org.uk/location/1-327059090	
	New CQC Rating	Previous CQC Rating
Overall	Good	Requires Improvement
Safe	Good	Requires Improvement
Effective	Good	Good
Caring	Good	Good
Responsive	Good	Good
Well-Led	Good	Requires Improvement
Date of Inspection	12 August 2019	
Date Report Published	12 September 2019	
Date Previous Report Published	22 August 2018	
Breach Number and Title		
N/A		
Level of Quality Assurance & Contract Compliance		
Quality Threshold Level 1 – Standard monitoring		
Participated in Well Led Programme?	No	
PAMMS Assessment- Date / Rating	20 March 2019	Requires Improvement

Service Name	Ashwood Lodge	
Provider Name	Nationwide Healthcare	
Category of care	Residential and Residential Dementia	
Address	Bedale Avenue, Billingham, TS23 1AW	
Ward	Billingham South	
CQC link	https://www.cqc.org.uk/sites/default/files/new_reports/INS2-6848498511.pdf	
Overall Rating	Good	Good
Safe	Requires Improvement	Good
Effective	Good	Good
Caring	Good	Good
Responsive	Good	Good
Well – led	Good	Good
Date of Inspection	16 & 17 September 2019	
Date report published	27 September 2019	
Date previous report published	15 March 2017	
Breach No & Title		
No breaches. Safe – the drop to RI was due to concerns around medication i.e. medicines not always being safely recorded, issues with stock control and medication administration timings. All areas were addressed immediately.		
Level of Quality Assurance & Contract Compliance		
1 – No concerns/minor concerns.		
Participated in Well Led Programme? Yes		
PAMMS Assessment-Date / Rating	Not yet assessed	

Service Name	The Hollies Residential Care Home	
Provider Name	Vorge Hollies Ltd	
Category of care	Residential Home (Mental Health)	
Address	447 Norton Road, Stockton-on-Tees, TS20 2QQ	
Ward	Norton South	
CQC link	https://www.cqc.org.uk/sites/default/files/new_reports/INS2-6857243991.pdf	
Overall Rating	Good	Good
Safe	Good	Good
Effective	Good	Good
Caring	Outstanding	Good
Responsive	Good	Good
Well – led	Good	Good
Date of Inspection	10 September 2019	
Date report published	27 September 2019	
Date previous report published	27 March 2017	
Breach No_ & Title		
	No breaches.	
Level of Quality Assurance & Contract Compliance		
	1 – No concerns/minor concerns.	
Participated in Well Led Programme?	n/a for Specialist MH Residential Home	
PAMMS Assessment-Date / Rating	Not yet assessed	

Service Name	Real Life Options – Teesside and Redcar Outreach and Supported Living	
Provider Name	Real Life Options	
Category of care	Care at Home – Enhanced (LD) Independent Living Framework (LD & MH) Complex	
Address	4 Innovation Court, Yarm Road, Stockton-on-Tees, S18 3DA	
Ward	n/a	
CQC link	https://www.cqc.org.uk/location/1-3107299477	
Overall Rating	Good	Requires Improvement
Safe	Good	Good
Effective	Good	Requires Improvement
Caring	Good	Good
Responsive	Good	Good
Well – led	Good	Requires Improvement
Date of Inspection	5 & 10 September 2019	
Date report published	25 September 2019	
Date previous report published	31 July 2018	
Breach No_ & Title		
No breaches.		
Level of Quality Assurance & Contract Compliance		
1 – No concerns/minor concerns.		
Participated in Well-Led Programme? n/a to Care at Home		
PAMMS Assessment-Date / Rating	Not yet assessed	

Primary Medical Care Services

Provider Name	Abermed Limited	
Service Name	Iqarus Teesside	
Category of Care	Primary Care / Occupational Health	
Address	Wallace House, Falcon Court, Preston Farm Industrial Estate, Stockton On Tees, TS18 3TX	
Ward	Parkfield and Oxbridge	
CQC link	https://www.cqc.org.uk/location/1-466336024	
	New CQC Rating	Previous CQC Rating
Overall	Good	No action required
Safe	Good	No action required
Effective	Good	No action required
Caring	Good	No action required
Responsive	Good	No action required
Well-Led	Good	No action required
Date of Inspection	22 May 2019	
Date Report Published	12 July 2019	
Date Previous Report Published	20 May 2018	
Further information		
This service is not commissioned by the Council. The method of rating the service has changed since the previous inspection.		

Service Name	Elm Tree Medical Centre	
Category of Care	Primary Medical Care	
Address	22B, Westbury Street, Thornaby, Stockton-on-Tees, S17 6PG	
Ward	Mandale and Victoria	
CQC Link	https://www.cqc.org.uk/location/1-5154227410	
	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	20/06/2019	
Date Report Published	13/08/2019	
Date of Previous Report	n/a	
Note: This service is commissioned by the NHS.		

Hospital and Community Health Services (including mental health care)

n/a

Appendix 2

Overall position for commissioned services

As of Quarter 2, the overall summary of CQC ratings for Adult Social Care services commissioned by the Council is as follows:



