

# STOCKTON-ON-TEES BOROUGH COUNCIL ASC UPDATE



Carl Swift, Inspector  
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# Our purpose



The Care Quality Commission is the independent regulator of health and adult social care in England.

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.



# Our current model of regulation



## Register

We **register** those who apply to CQC to provide health and adult social care services

## Monitor, inspect and rate

We **monitor** services, carry out expert **inspections**, and judge each service, usually to give an overall **rating**, and conduct **thematic reviews**

## Enforce

Where we find poor care, we ask providers to improve and can **enforce** this if necessary

## Independent voice

We provide an **independent voice** on the state of health and adult social care in England on issues that matter to the public, providers and stakeholders

# Unique oversight of care

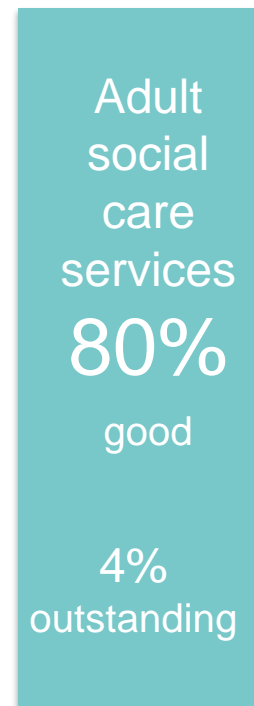
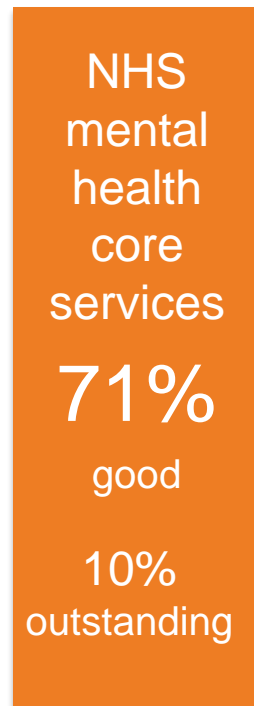
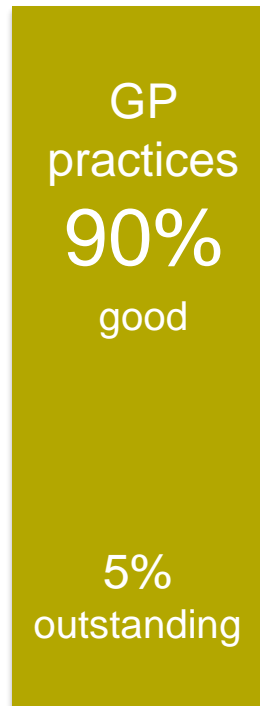


- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive?
- Is it well-led?

22,949 adult social care services  
146 NHS acute hospital trusts  
234 independent mental health locations  
10 NHS ambulance trusts  
71 NHS or independent community health providers or locations  
55 NHS mental health trusts  
200 hospices  
1,033 dental practices  
244 independent acute hospitals  
6,850 primary medical services



The quality of care across England is mostly good...



Ratings quality has largely been maintained

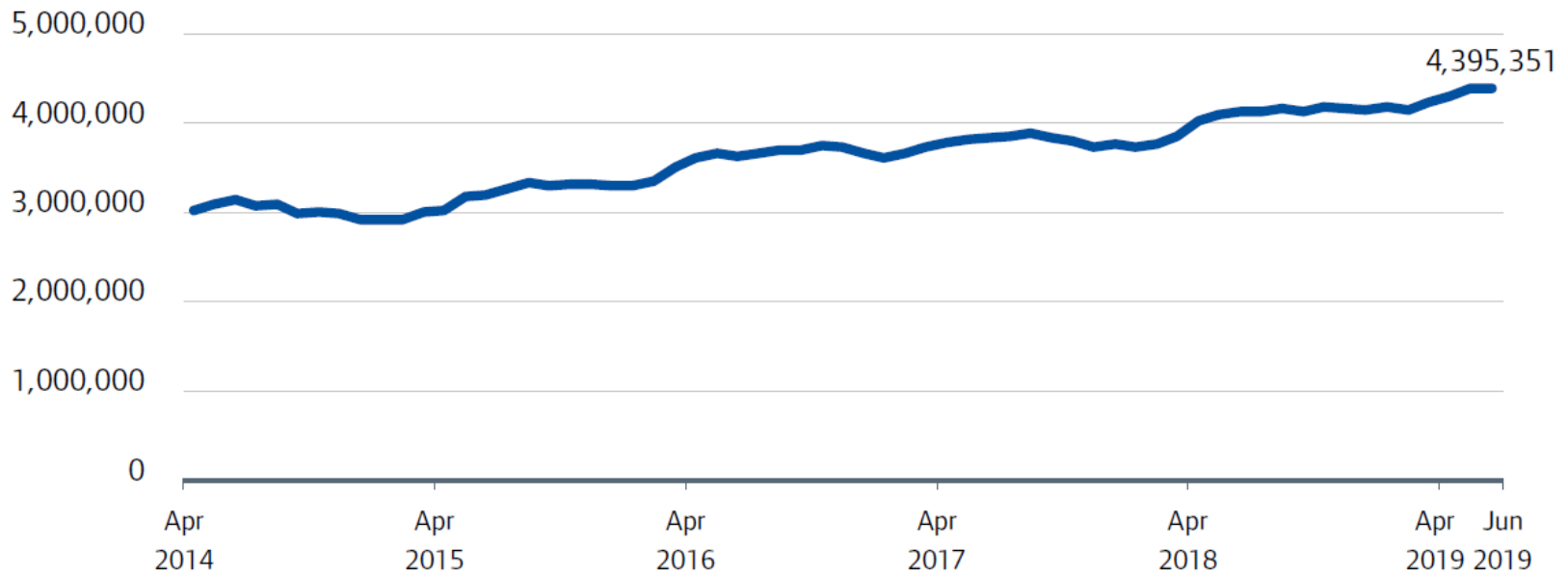
- People's **experience** of care is determined by whether they can **access** good care when needed
- Risk of being pushed into **inappropriate care** settings
- Increased demand and challenges around access and workforce risk creating a **perfect storm**



# The struggle to access care



People struggling to get the right care at the right time in the right place  
Risk of being pushed into inappropriate care



Total 18-week waiting list size, April 2014 to June 2019

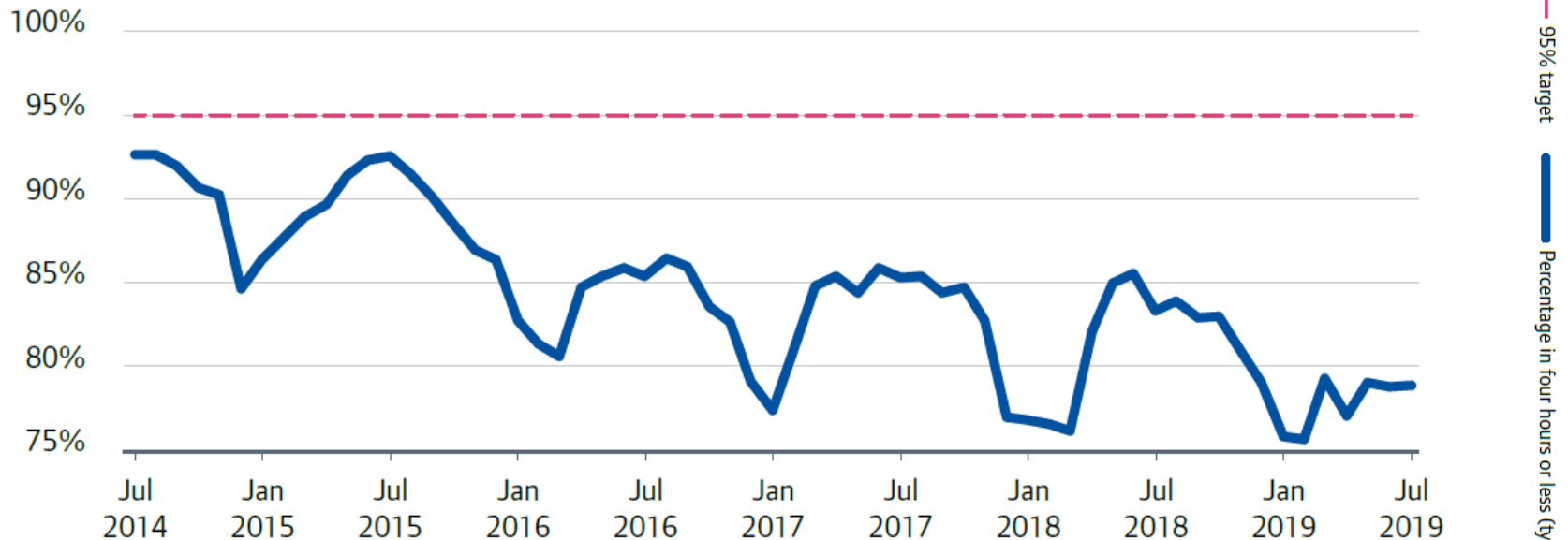
(Source: NHS England and NHS Improvement, monthly referral to treatment times (commissioner level))

#StateOfCare

# Pressure in A&E and across the system



Inspectors most likely to rate core service of emergency departments as Inadequate or RI  
Collaborative working increasingly important



Monthly performance against the four-hour target in major emergency departments, July 2014 to July 2019

(Source: NHS England, A&E attendances and emergency admission statistics)

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# Adult social care specific findings

Overall

**80%** rated good

**4%** outstanding

**15%** requires  
improvement

**1%** inadequate

- Concerns about capacity set against growing unmet need
- Staffing is under pressure with high turnover, high vacancy rates and a lack of people with the right skills
- Continued uncertainty about long-term funding

- **Action** from parliament, government, commissioners, providers and communities for:
  - more and better **services in the community**
  - **innovation** in technology, workforce and models of care
  - system-wide action on **workforce planning**
- Long-term **sustainable funding for adult social care**



# Tees Valley Team

- Christine Wharton – Inspection Manager
- Six inspectors and one assistant inspector
- Covers Stockton on Tees, Middlesbrough and Redcar and Cleveland
- Hub working



# Working with local authority

- Attend information sharing meetings
- Contact prior to inspection for latest intelligence
- Feedback on problematic services
- Attend serious concerns meetings and RRI meetings
- Safeguarding work and attend Teeswide Safeguarding Board



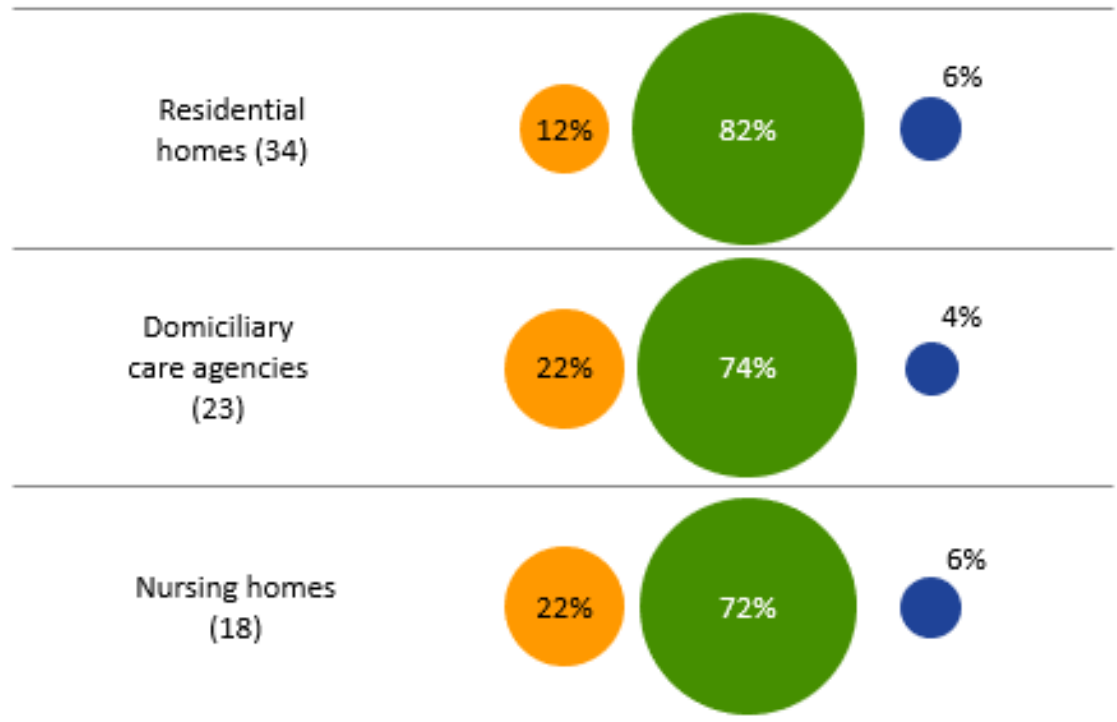
# Active locations and ratings – Stockton-on-Tees



## Service composition at 31 January 2020

83 active locations, comprising:

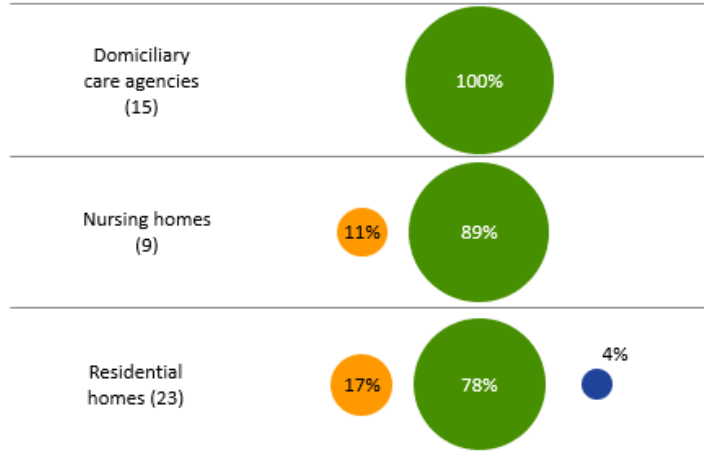
- 19 nursing homes
- 34 residential homes
- 30 domiciliary care agencies
- 1 Extra Care housing service



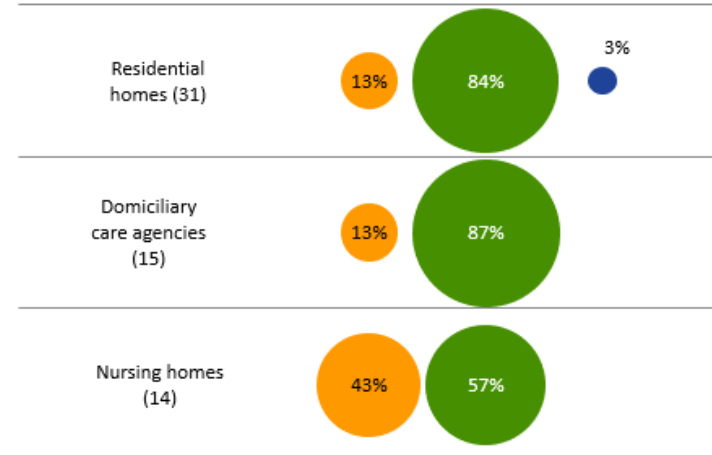
In addition, Meadowfield House (Extra Care housing) is rated good

# Local comparisons

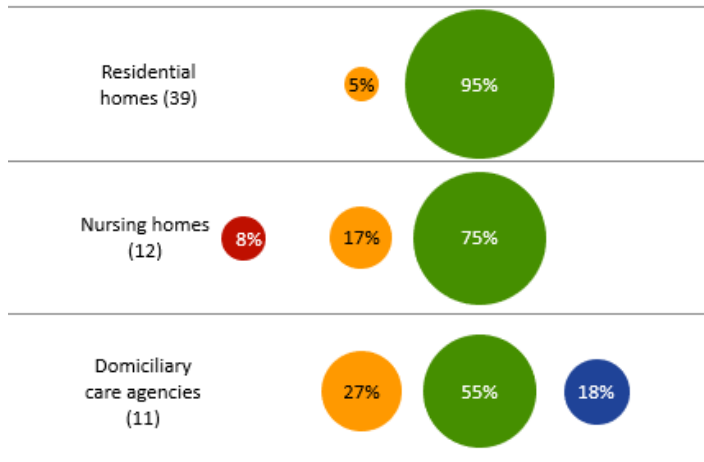
## Darlington



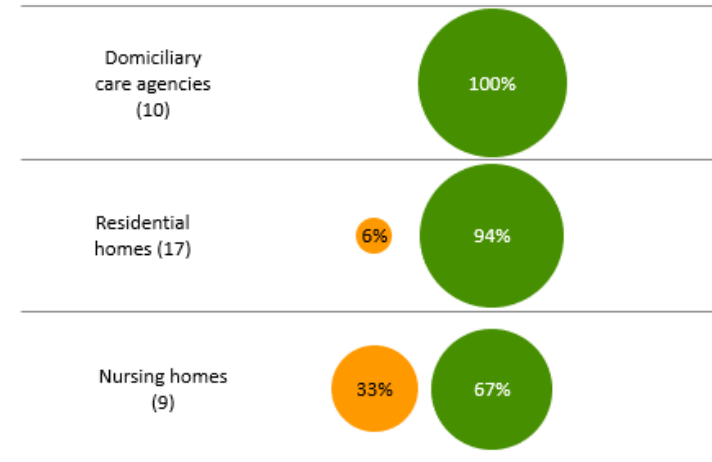
## Middlesbrough



## Redcar & Cleveland



## Hartlepool



- Some excellent practice evident, e.g. outstanding services.
- Medicine management (especially DCAs)
- Turnover of staff, especially managers and senior staff
- Recruitment, especially nursing
- Levels of provider engagement and support
- Pressure to accept packages



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