

## CARE QUALITY COMMISSION (CQC) INSPECTION OUTCOMES

### QUARTER 1 2020-2021

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 and June 2020 (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, 1 inspection result was 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:

- one Adult Care service was reported on (rated 'Good');
- no Primary Medical Care services were reported on;
- no Hospitals / Other Health Care services were reported on.

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)

<b>Provider Name</b>	<b>Royal Mencap Society</b>	
<b>Service Name</b>	<b>Chestnut House</b>	
<b>Category of Care</b>	<b>Residential Home</b>	
<b>Address</b>	141 Acklam Road Thornaby Stockton-on-Tees TS17 7JT	
<b>Ward</b>	<b>Mandale and Victoria</b>	
<b>CQC link</b>	<a href="https://www.cqc.org.uk/sites/default/files/new_reports/INS2-6916189161.pdf">https://www.cqc.org.uk/sites/default/files/new_reports/INS2-6916189161.pdf</a>	
	<b>New CQC Rating</b>	<b>Previous CQC Rating</b>
<b>Overall</b>	<b>Good</b>	<b>Good</b>
<b>Safe</b>	<b>Good</b>	<b>Good</b>
<b>Effective</b>	<b>Good</b>	<b>Good</b>
<b>Caring</b>	<b>Good</b>	<b>Good</b>
<b>Responsive</b>	<b>Good</b>	<b>Good</b>
<b>Well-Led</b>	<b>Good</b>	<b>Good</b>
<b>Date of Inspection</b>	<b>12<sup>th</sup> December 2019 &amp; 6<sup>th</sup> January 2020</b>	
<b>Date Report Published</b>	<b>1<sup>st</sup> April 2020</b>	
<b>Date Previous Report Published</b>	<b>4<sup>th</sup> May 2017</b>	
<b>Breach Number and Title</b>		
None		
<b>Level of Quality Assurance &amp; Contract Compliance</b>		
Level 1 – no concerns		
CQC found that Chestnut House ensured people who lived at the home can live as full a life as possible and achieve the best possible outcomes. The principles reflect the need for people with learning disabilities and/or autism to live meaningful lives that include control, choice, and independence. People living at the home received planned and co-ordinated person-centred support that was appropriate and inclusive for them.		
Detailed risk assessments were in place to help staff keep people safe, whilst encouraging people to be as independent as they could. Regular safety checks of the building were		

<p>completed. Only suitable staff were employed. The registered manager used all incidents as a learning opportunity to improve various aspects of the service and care provided.</p> <p>People received care from staff who were caring and committed in their role. Staff were very aware of the importance of maintaining people’s dignity and were very keen to support and promote people’s independence.</p>		
<p><b>Level of Engagement with the Authority</b></p>		
<p>The registered manager has engaged well with the Quality Assurance and Compliance Team. The provider is responsive to requests from the local authority with open and timely communication and is responding well to the Transformation Team.</p>		
<p><b>Supporting Evidence and Supplementary Information</b></p>		
<p>None</p>		
<p><b>Participated in Well Led Programme?</b></p>	<p><b>Yes</b></p>	
<p><b>PAMMs Assessment – Date / Rating</b></p>	<p><b>Not yet assessed</b></p>	

## **PRIMARY MEDICAL CARE SERVICES**

No reports published.

**HOSPITAL AND COMMUNITY HEALTH SERVICES**  
(including mental health care)

No reports published.

## **APPENDIX 2**

### **OVERALL POSITION FOR COMMISSIONED SERVICES**

The suspension of the CQC inspection schedule due to the current Covid-19 pandemic, along with the impact of this on the work of the Council's Quality Assurance and Compliance Team, means that there are no updates available in relation to the overall summary of CQC ratings for Adult Social Care services commissioned by the Council for Quarter 1 2020-2021.