

## CARE QUALITY COMMISSION (CQC) INSPECTION OUTCOMES

### QUARTER 3 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 month. 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 October and December 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, **12** inspection results were published (10 of which were focused inspections). 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:

- 11 Adult Care services were reported on (two rated 'Good'; nine 'Inspected but not rated');
- no Primary Medical Care services were reported on;
- one Hospital / Other Health Care service was reported on (one 'Inspected but not rated').

A summary of each report and actions taken (correct at the time the CQC inspection report was published) is outlined below<sup>1</sup>. 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.

---

<sup>1</sup> of the published focused inspections, only Butterwick House has a full briefing report – this has been provided in light of previously identified issues.

**APPENDIX 1****ADULT SERVICES**

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

<b>Provider Name</b>	<b>Accord Housing Association Limited</b>	
<b>Service Name</b>	<b>Direct Health (Stockton-on-Tees)</b>	
<b>Category of Care</b>	<b>Care at Home</b>	
<b>Address</b>	Varsity House, 2 Falcon Court, Preston Farm Industrial Estate, Stockton-on-Tees, TS18 3TS	
<b>Ward</b>	n/a	
<b>CQC link</b>	<a href="https://api.cqc.org.uk/public/v1/reports/2251f68e-924d-49a0-b533-18008e88a98e?20201119130000">https://api.cqc.org.uk/public/v1/reports/2251f68e-924d-49a0-b533-18008e88a98e?20201119130000</a>	
	<b>New CQC Rating</b>	<b>Previous CQC Rating</b>
<b>Overall</b>	<b>Good</b>	<b>Requires Improvement</b>
<b>Safe</b>	<b>Good</b>	<b>Requires Improvement</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>Requires Improvement</b>
<b>Date of Inspection</b>	<b>23<sup>rd</sup> September 2020</b>	
<b>Date Report Published</b>	<b>19<sup>th</sup> November 2020</b>	
<b>Date Previous Report Published</b>	<b>8<sup>th</sup> May 2019</b>	
<b>Breach Number and Title</b>		
n/a		
<b>Level of Quality Assurance &amp; Contract Compliance</b>		
Standard		
<b>Level of Engagement with the Authority</b>		
Full engagement – The provider is open and transparent and works collaboratively with the local authority.		

Supporting Evidence and Supplementary Information		
<p>At the previous inspection the manager of the service was relatively new into post and the registration with CQC was not complete; medicines were also not managed safely. At this inspection improvements had been made and the service was no longer in breach of the regulation 'Safe Care and Treatment' and the managers registration is now in place. At the last inspection Leadership was rated as 'Requires Improvement'. At this inspection Leadership had now improved and is 'Good'. The CQC found the service was consistently managed and well-led. Leaders and the culture they created promoted high-quality, person-centred care.</p> <p>People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.</p> <p>People said they felt safe with the service they received. People and relatives said staff were kind, caring and supportive of people and their families. Comments included, "We get on famously" and "The way the workers engage with my relative is brilliant, making time for them and getting to know them".</p> <p>CQC have recommended that changes be made to improve communication, as a result of people and staff feedback during the inspection, and this should be kept under review to ensure the changes are maintained.</p>		
<b>Participated in Well Led Programme?</b>	n/a	
<b>PAMMs Assessment – Date / Rating</b>	Not yet inspected	

<b>Provider Name</b>	<b>Methodist Homes</b>	
<b>Service Name</b>	<b>Reuben Manor</b>	
<b>Category of Care</b>	<b>Residential / Residential Dementia</b>	
<b>Address</b>	654-656 Yarm Road Eaglescliffe Stockton-on-Tees TS16 0DP	
<b>Ward</b>	<b>Eaglescliffe</b>	
<b>CQC link</b>	<a href="https://api.cqc.org.uk/public/v1/reports/e7521081-9175-4d5a-8516-1edac133b6ab?20201217130000">https://api.cqc.org.uk/public/v1/reports/e7521081-9175-4d5a-8516-1edac133b6ab?20201217130000</a>	
	<b>New CQC Rating</b>	<b>Previous CQC Rating</b>
<b>Overall</b>	<b>Good</b>	<b>Requires Improvement</b>
<b>Safe</b>	<b>Good</b>	<b>Requires Improvement</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>Requires Improvement</b>
<b>Date of Inspection</b>	<b>13<sup>th</sup> October 2020</b>	
<b>Date Report Published</b>	<b>17<sup>th</sup> December 2020</b>	
<b>Date Previous Report Published</b>	<b>4<sup>th</sup> December 2019</b>	
<b>Breach Number and Title</b>		
None.		
<b>Level of Quality Assurance &amp; Contract Compliance</b>		
Quality threshold level 1 – no concerns / minor concerns.		
<b>Level of Engagement with the Authority</b>		
<p>The Provider is in weekly contact with the Authority and has engaged well with the Quality Assurance and Compliance Team.</p> <p>The Provider has engaged with the Leadership and Peer Support network but does have limited engagement with the local training offered; however Methodist Homes is a large company and has a very comprehensive training programme of its own.</p> <p>The Provider has engaged well with the Infection Prevention and Control and Health Teams throughout the pandemic.</p>		

Supporting Evidence and Supplementary Information		
<p>The two areas of previous concern for this Provider was 'safe' and 'well-led', where it was identified that medications were not always managed safely, risk assessments were not always in place or completed correctly and quality checks did not always identify issues.</p> <p>During this inspection when reviewing the 'safe' element, it was found that there had been improvements in relation to medication management and the quality and assurance systems now in place were robust enough to allow the Manager to effectively monitor the medications safely. Medicines were managed safely, and care records were accurate and reflected the needs of the people. It was also found that risks were clearly identified, assessed, mitigated and monitored, and were regularly reviewed. Due to the pandemic, additional processes were put in place to keep people safe. Relatives told the Inspectors that the service had actively engaged with them and they were assured that people were well looked after.</p> <p>When reviewing the 'well-led' element, it was found that the service was consistently managed and well-led, and that the Leaders and the culture they created promoted high-quality, person-centre care. It was also found that there was a positive staff culture within the service and the Manager worked with the staff to drive forward improvement; the quality and assurance systems in place had been reviewed and embedded throughout the service and were used to continuously improve the service and quality of care provided.</p>		
<b>Participated in Well Led Programme?</b>	<b>Yes</b>	
<b>PAMMs Assessment – Date / Rating</b>	<b>02/03/2020</b>	<b>Good</b>

## **FOCUSED INSPECTIONS**

In addition to the above, the following 'focused inspections' have been carried out (publication date is shown in brackets) – these inspections involve checks on infection prevention and control management (link to the published report is provided):

- **Roseville Care Centre** (5<sup>th</sup> Nov 20 – republished on 19<sup>th</sup> Jan 21)  
<https://api.cqc.org.uk/public/v1/reports/ae964f59-dd94-48f1-a9fe-cf341245878e?20201117130000>
- **Rosedale Centre** (10<sup>th</sup> Nov 20)  
<https://api.cqc.org.uk/public/v1/reports/0d95eb9d-4906-4ff4-998a-cd98f2f16a83?20201110130000>
- **Cherry Tree Care Centre** (17<sup>th</sup> Nov 20)  
<https://api.cqc.org.uk/public/v1/reports/05e0e37a-ce24-46af-b258-ac2d2f479996?20201117130000>
- **Teesdale Lodge Nursing Home** (20<sup>th</sup> Nov 20)  
<https://api.cqc.org.uk/public/v1/reports/96832e79-5411-409c-883a-e1082ab355f2?20201120130000>
- **Highfield (Stockton)** (1<sup>st</sup> Dec 20)  
<https://api.cqc.org.uk/public/v1/reports/e8112782-2a5e-408d-a302-91caad9bb196?20201201130000>
- **Allison House** (3<sup>rd</sup> Dec 20)  
<https://api.cqc.org.uk/public/v1/reports/87f4a5b2-77e7-48ac-a89b-7d90d0001610?20201203130000>
- **Woodside Grange Care Home** (17<sup>th</sup> Dec 20)  
<https://api.cqc.org.uk/public/v1/reports/c156c8d3-088c-4028-9ec6-0eb1d769adea?20201217130000>
- **Lorne House** (19<sup>th</sup> Dec 20)  
<https://api.cqc.org.uk/public/v1/reports/2db36960-dd7c-462d-8643-40af41722a89?20201219130000>
- **The Poplars Care Home** (24<sup>th</sup> Dec 20)  
<https://api.cqc.org.uk/public/v1/reports/47608024-33f6-4b1d-8a67-62b0da9d7ea3?20201224130000>

An example of the contents from the **Teesdale Lodge Nursing Home** focused inspection report is included below to show Members the usual contents and CQC findings.

### **Background to this inspection**

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

This inspection took place on 11 November 2020 and was announced.

Teesdale Lodge Nursing Home is a residential nursing home providing personal and nursing care to older people and people living with a dementia. It accommodates up to 38 people in one purpose-built building. There were 29 people using the service when we visited.

Our findings:

How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.

## **PRIMARY MEDICAL CARE SERVICES**

No reports published.



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

<b>Provider Name</b>	<b>Butterwick Limited</b>	
<b>Service Name</b>	<b>Butterwick House</b>	
<b>Category of Care</b>	<b>Hospice (for children and young people)</b>	
<b>Address</b>	Middlefield Road Hardwick Stockton-on-Tees TS19 8XN	
<b>Ward</b>	<b>Hardwick and Salters Lane</b>	
<b>CQC link</b>	<a href="https://api.cqc.org.uk/public/v1/reports/e1ce529c-814a-4ab6-96f4-033333420853?20201216162412">https://api.cqc.org.uk/public/v1/reports/e1ce529c-814a-4ab6-96f4-033333420853?20201216162412</a>	
	<b>New CQC Rating</b>	<b>Previous CQC Rating</b>
<b>Overall</b>	<b>Inspected but not rated</b>	<b>Inadequate</b>
<b>Safe</b>	<b>Inspected but not rated</b>	<b>Inadequate</b>
<b>Effective</b>	<b>Inspected but not rated</b>	<b>Inadequate</b>
<b>Caring</b>	<b>Inspected but not rated</b>	<b>Good</b>
<b>Responsive</b>	<b>Inspected but not rated</b>	<b>Inadequate</b>
<b>Well-Led</b>	<b>Inspected but not rated</b>	<b>Inadequate</b>
<b>Date of Inspection</b>	<b>14<sup>th</sup> &amp; 15<sup>th</sup> October 2020</b> (focused inspection)	
<b>Date Report Published</b>	<b>11<sup>th</sup> December 2020</b>	
<b>Date Previous Report Published</b>	<b>17<sup>th</sup> April 2020</b>	
<b>Further information</b>		
<p>Butterwick House is operated by Butterwick Limited. The service provides hospice care for children from Stockton, Middlesbrough and surrounding areas. The hospice has 6 inpatient beds (two of which are reserved for the provision of respite care), and cared for 42 patients in the last year.</p> <p>Butterwick House is registered as a charitable trust and also receives funding from the NHS.</p>		

## **APPENDIX 2**

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

The previous 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 is no trend analysis data available that would accurately portray the current position in relation to the overall summary of CQC ratings for Adult Social Care services commissioned by the Council for Quarter 3 2020-2021.