

Agenda Item

Adult Social Care and Health Select Committee

15th February 2022

BUTTERWICK LIMITED – RESPONSE TO PREVIOUS CQC INSPECTIONS

Summary

Representatives of Butterwick Limited have been invited to address the Committee following long-standing concerns raised by the Care Quality Commission (CQC) at both Butterwick Hospice Stockton (adults) and Butterwick House (children / young people).

Detail

1. Butterwick Hospice Stockton and Butterwick House were inspected by the CQC in late-December 2019 (the first time since both were rated 'Good' back in mid-2016). CQC subsequently published their reports (links below) in March 2020 which saw both provisions being downgraded to 'Inadequate'.
 - Butterwick Hospice Stockton
<https://api.cqc.org.uk/public/v1/reports/1b89218f-0c75-4305-8b5a-a3e92f4282d9?20210113221443>
 - Butterwick House
<https://api.cqc.org.uk/public/v1/reports/1bec9f36-8b78-436e-96e1-e5cf85210009?20210113221517>
2. Butterwick House received a focused inspection in February 2020 (published in April 2020) to follow-up on improvements made by the hospice to address concerns raised at the comprehensive inspection in late-December 2019. The CQC also visited Butterwick House in October 2020 (published in December 2020) following concerns about the quality of services.
3. Further inspections for both provisions were undertaken by the CQC in May 2021 – the reports were published in July 2021 (links below), with the ratings remaining 'Inadequate' as improvements made since the last CQC inspection did not yet justify a higher rating.
 - Butterwick Hospice Stockton
<https://api.cqc.org.uk/public/v1/reports/4f0bb882-52dc-48f0-98af-cce496a20668?20210715090117>
 - Butterwick House
<https://api.cqc.org.uk/public/v1/reports/121ecdd4-972f-46f9-8181-b89cb9b09524?20210715090149>

4. The most recent CQC inspections took place in September 2021 (published in November 2021 – links below). Due to the focused nature of these inspections, the CQC did not rate the services – however, significant concerns and continued breaches of regulation were found which meant that the provider had not complied with the warning notice the CQC issued following the inspections in May 2021. The CQC therefore issued a notice of decision to impose conditions on the provider's registration.
 - Butterwick Hospice Stockton
<https://api.cqc.org.uk/public/v1/reports/53f05d65-3d9e-492e-b80e-25db54cb6e25?20211216181534>
 - Butterwick House
<https://api.cqc.org.uk/public/v1/reports/3565bcdd-0e99-4224-8a93-7fb891e351bc?20211216115736>
5. The Chief Executive and the Director of Care for Butterwick Hospice Care will be in attendance to present their response to the concerns raised by the CQC and the ongoing efforts to address these concerns. A timeline and two Action Plans have been provided for consideration (see attached).

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