

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting15th March 2018

1. Title of Item/Report

CARE QUALITY COMMISSION (CQC) – INSPECTIONS OF REGISTERED SERVICES

2. Record of the Decision

Consideration was given to a report that presented a briefing on the CQC’s inspection of Stockton-on-Tees Borough Council (SBC) registered services.

Stockton-on-Tees Borough Council (SBC) had responsibility under the Health & Social Care Act 2008 to be registered as a provider of adult social care services with the Care Quality Commission (CQC). SBC was first registered on 1 October 2010 and was registered in respect of four specific regulated activities and had a separately registered manager for each activity.

There were five ‘key lines of enquiry’ the inspection focuses on. These were the fundamental questions about standards at the heart of the way CQC regulates services and they help to focus on the things that matter. They ask ‘key questions’ of each service.

After each inspection, the CQC produced a report and published it on their website. Each report set out the outcomes of each of the five key questions and what this meant for the people who use the service. The most recent report ratings for the four SBC services were detailed in the report.

The report provided case studies of how each CQC registered service had supported individuals requiring those services.

The most recent report ratings for the four SBC services were as follows:

- 1 Lanark Close - Outstanding
- 31 Oak Road - Good
- Rosedale Centre - Good
- Reablement Service – Good

The achievement of Outstanding in the recent Lanark Close CQC inspection was a positive outcome for Stockton-on-Tees Borough Council. It reflected the improvements in the standard of personal care provided to a group of people with learning disabilities since the service was reviewed and a new manager appointed in 2013/14. The changes had included investment in the building, changes to the booking of short break service placements and staff training and development.

The inspector's report summary included the following statement:

"The most striking aspect of this dynamic service was the strong sense of leadership, commitment and drive to deliver a service which improves the lives of the people who use the service and their relatives in a fulfilling and creative way. The culture embedded in the service was an absolute commitment to deliver a person-centred and responsive short-break service, which relatives described as a lifeline for them as well as a fantastic place for people to use. We found that the registered manager had encouraged staff to constantly think about improvements."

RESOLVED that the report be noted.

3. Reasons for the Decision

The report is provided for information about those services provided directly by Stockton-on-Tees Borough Council and registered with the Care Quality Commission.

4. Alternative Options Considered and Rejected

None

5. Declared (Cabinet Member) Conflicts of Interest

None

6. Details of any Dispensations

N/A

7. Date and Time by which Call In must be executed

Midnight, 23 March 2018

Proper Officer
19 March 2018