Results of Inspections undertaken by the Care Quality Commission on local adult social care services in Quarter 2 and 3, 2015/16

Report of the Lead Divisional Director, Adult & Community Services

Open Report

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Summary:
This report is an overview of CQC inspection reports, contained in appendix 1, published during the second and third quarter of 2015/16 (Quarter 2: 1 July – 30 September, Quarter 3: 1 October – 31 December 2015) on providers in the Borough, or those who provide services to our residents.

It includes an overview of actions taken as a result of inspections where improvements are required.

Recommendation(s)
Members of the Select Committee are recommended to review the document and to comment on the CQC findings and the actions taken as a result.

Reason(s)
The Council has a responsibility for ensuring the quality and sufficiency of adult social care provision in the borough, enough to meet the needs of the local population. The Care Quality Commission is the quality regulator for social care and inspects local services. It is important that local people have confidence in the social care services that are provided in the borough, and part of the approach to ensuring confidence is to provide an opportunity for Elected Members to review accounts of performance. This is one such opportunity.
1. Introduction and Background

1.1 The Care Quality Commission (CQC) are responsible for inspecting all health and social care providers that fall under their regulatory remit. The ratings ask five key questions of the services that CQC inspect:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive to people's needs?
- Are they well-led?

1.2 Each question has a number of lines of enquiry to guide the inspection. The results of each category then enable an overall rating to be achieved for each provider:

- Outstanding
  The service is performing exceptionally well.
- Good
  The service is performing well and meeting our expectations.
- Requires improvement
  The service isn't performing as well as it should and we have told the service how it must improve.
- Inadequate
  The service is performing badly and we've taken action against the person or organisation that runs it.

Alternatively, a provider may be given no rating where the outcome is under appeal or their business is suspended. There are no services locally where this has been the case.

1.3 The Council’s commissioning function uses the results of CQC inspections, together with its own intelligence about how services perform, to shape its own approach to quality assuring social care services. Similarly, we are in regular dialogue with the Care Quality Commission based on our experience of local services and they use our information to inform their approach to inspections.

2. CQC Findings Quarters 2 & 3

2.1 Of the 8 social care providers inspected in our Borough across the 2 quarters, 4 met the requirements for an overall rating of ‘Good’; the 4 remaining providers were rated as ‘Requires Improvement’.
2.2 The providers rated ‘good’, and the dates on which they were inspected, were:
- Chaseview Care Home (Older People) inspected 11-15 May 2015
- Colin Pond Court (Older People) inspected 19-22 June 2015
- Bluebird Care Barking & Dagenham (Homecare for 18+) inspected 14-18 August 2015
- Liberty Centre (day services and supported living for young people) inspected 15-17 September 2015

**Lynwood (Dharshivi Ltd) – Requires Improvement**

2.3 Lynwood is supported living accommodation with personal care and support for learning and physically disabled people over the age of 18. They have capacity for 7 residents and are located in Beccles Drive in Barking. There are currently 7 people placed there.

2.4 The home was inspected on 7 May 2015 and a report issued on 14 August 2015 that gave it a rating of ‘Requires Improvement’. The CQC inspector at the time found that the service provided required improvements to be made in several areas including medicine management, supervision/appraisal, activity choices at weekends and their own service robust quality assurance process not being sufficiently robust.

2.5 In response to the report we reviewed all 7 residents to ensure that they are safe and looked after. The residents were found to be happy in their environment, had good relationships with their carers and each other. A CQC action is in place for improvements and Quality Assurance is monitoring closely and supporting the provider to meet the CQC action plan requirements.

2.6 Unfortunately in November a fire broke out in the home caused by a firework/flare being fired at the window. This was an indiscriminate act as several fireworks/flares were fired at houses in the same street and the incident is being investigated by the Police. The fire caused considerable damage and one resident was severely burned and was in intensive care. The resident injured in the fire has now returned to the home and is doing well. The other 6 residents were temporarily accommodated in 80 Gascoigne, our own learning disability provision, but have now returned back to the home after repairs were completed.

**Alexander Court (Orchard Care Homes) – Requires Improvement**

2.7 This home has 1 residential and 4 nursing units and is registered to care for older people with dementia, physical disabilities, recovering from injury or illness and provides both residential and nursing care. There has recently been a change of management of the home from Lifestyle Care to Orchard Care Homes Ltd.
2.8 CQC identified during their inspection several areas of concern including staff training, inadequate infection control processes, record keeping not robust, resident preferences on occasion not being taken into account, residents not feeling cared for by some members of staff. There have been regular meetings with the management of the home and monitoring visits taking place because of concerns raised to adult social care through social work and quality assurance staff. We currently have 36 clients placed in the home all of which have been reviewed and found to be safe and cared for. Orchard Care homes in December, after discussion with LBBD staff and as a result of the CQC rating, decided to suspend placements to the home so that they could address issues, produce a sustainability plan for all concerns to be addressed and monitored by their management, CQC and us. The home, after significant improvements had been made, began accepting placements in February. We continue to monitor progress and the CQC have recently (March 2016) re-inspected the home and we await their findings.

Harp House (Triangle Community Services) – Requires Improvement

2.9 Harp House is an extra care scheme; the building is owned and run by Hanover Trust with the onsite homecare being delivered by Triangle Community Services under contract. Harp House has 37 flats, 31 of which are occupied by our clients receiving homecare in their own homes. There are 3 other schemes in the Borough which operate in this way, Colin Pond Court, Darcy House and Fred Tibble Court with on site homecare being provided by Triangle. The 4 schemes are contract monitored on a quarterly basis with unannounced visits by our quality assurance staff in between.

2.10 The CQC during their inspection in October 2015 found that the service did not meet all the requirements on 2 measures, Safe and Well Led. Upon release of the rating to us in November 2015 quality assurance checked the serious incident log book and has worked with the provider to ensure that robust reporting practices are adhered to throughout all of the schemes and improvements have already been made. We are also supporting the provider to meet the outstanding requirements of the CQC action plan. The 31 clients have been reviewed and found to be safe and happy living at Harp House, no complaints were made about staff or the standard of care they receive, all found Harp House a pleasant and sociable place to live, many commented on the friendliness of staff and their willingness to assist residents of the home.
Chosen Services (Chosen Services UK) – Requires Improvement

2.11 Chosen services are a homecare provider providing services for adults of all ages. This agency operates within the Borough and currently provides homecare services to 2 of our clients. Both clients have been contacted and are satisfied and happy with the service they receive and the carers supplied and have no wish to change provider at present which we respect as their choice in keeping with the principles of personalisation.

2.12 We have recently been through a tender process to achieve a Homecare Provider framework for homecare agencies which meet all our requirements for operating in the Borough including long term sustainability, Chosen Care did not meet requirements therefore will not appear on this list. However those clients who do receive a personal budget will have access and be encouraged to use the agencies on the Homecare Provider Framework, which have been through a robust process to ensure quality, but will continue to have choice over who they want to provide their care, therefore agencies outside of our framework could be used. We will continue to deliver against our duty to ensure the quality of all services provided to our services users, not just those with whom we have a contract.

3. Consultation

3.1 There are no consultation requirements associated with this report, since it is presented for information and comment. In conducting their inspections, CQC consult with the Council as the host borough, and with residents and their carers.

4. Implications

Risk Management

4.1 The provision of social care services by providers who fail to meet the minimum CQC inspection rating of ‘Good’ are subject to increased monitoring both the Council’s commissioning function and CQC. This feeds into a wider approach to risk-based quality assurance which the Council uses to in order to prioritise its work with local social care services.

4.2 Where problems are identified, quality assurance staff will work with the provider to plan and deliver improvements, including where necessary the actions contained the CQC action plan and exchange intelligence regarding progress with CQC. The main priority is to ensure that the service is safe for service users and the quality of the delivery meets expectations.

4.3 For those providers who do not adequately comply with the action plan recommendations within the timeframe, CQC will issue a warning notice which is in the public domain and alert other authorities using that provider to use caution when
commissioning services from them. There is considerable impact for the provider if this course of action is taken. Ultimately, CQC have the option available to them to suspend the provider's registration or take legal action.

**Customer Impact**

4.4 Ensuring that services are safe and effective is a critical role for the Council in the provision of social care services and the management of the local market in social care. This ensures not only basic safety but that there remains a meaningful choice in services to meet diverse needs.

**Safeguarding Children and Vulnerable Adults**

4.5 Safeguarding vulnerable people – both children and adults – is the prime motivation for ensuring a robust system of inspection, quality assurance and regulation. This report presents one key element of that approach, led by CQC.

**Health Issues**

4.6 Effective regulation of services is important to ensure that they support people to achieve their desired outcomes, including maintaining and improving their health and wellbeing.

**Background Papers Used in the Preparation of the Report:**

Information on the regulation approach taken by CQC, on the website at: www.cqc.org.uk

**List of appendices:**

- Appendix 1 Quarter 2 CQC reports
- Appendix 2 Quarter 3 CQC Report