HEALTH AND ADULT SERVICES SELECT COMMITTEE

20 September 2017

Title: Results of inspections undertaken by the Care Quality Commission on local adult social care services in Quarter 1, 2017/2018

Report of the Commissioning Director, Adults' Care and Support

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Summary:

This report is an overview of CQC inspection reports, published during Quarter 1 of 2017: (1 April – 30 June 2017). The following report provides an overview of the inspections as well as the actions that have been taken as a result of inspections where improvements are required. The report covers CQC inspection reports on providers in the Borough or those who provide services to our residents outside the Borough.

Links to the CQC inspection reports themselves and a summary of the findings can be found in Appendix 1.

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. 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.*

1.3 Alternatively, a provider may be given no rating where the outcome is under appeal, their business is suspended or there was only one person using the service at the time of the inspection. There are no services locally where this has been the case.

1.4 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 Quarter 1 2017/2018

2.1 Of the 6 providers inspected, two met the requirement for an overall rating of ‘good’, two providers were rated as ‘requires improvement’ and two were rated as inadequate.

2.2 The two providers rated ‘good’ and the date on which they were inspected were:

- **Bennetts Castle** – Bennetts Castle is a 64 bedded nursing home that provides nursing and residential care to adults and older people living with dementia, mental health, learning and physical disabilities including respite accommodation. Bennetts Castle is a spot provider based on individual referrals. LBBD currently have 19 people placed in the home. The service was inspected on 1 and 2 February 2017 and the inspection report was published 19 April 2017.

- **Hart Lodge** – Hart Lodge is a nursing care home that provides accommodation, nursing care, rehabilitation and personal care including 24
hours support to a maximum of 11 adults who are restricted under the mental health Act, dementia, eating disorders, mental health conditions and substance misuse. Hart Lodge is Health funded accommodation and LBBD has one placement funded by LBBD Mental Health. The service was inspected on 26 and 27 April 2017 and the inspection report was published 25 May 2017.

3. Providers requiring improvement (Quarter 1)

Hanbury Court
Rating – Requires Improvement

3.1 Hanbury Court is a 34-bedded nursing home that provides nursing, residential and respite care to adults and older people living with dementia, end of life care and physical disabilities. Hanbury Court is a spot provider and LBBD have 16 people placed in the home.

3.2 The CQC inspection was undertaken on 31 January and 1 February 2017 and the report was published 28 June 2017. The inspection found that three areas (Safe, Responsive and Well-Led) required improvement.

- Safe (requires improvement) – Concerns were raised around medicine not always recorded appropriately.
- Responsive (requires improvement) – the CQC gave a required improvement rating because care plans did not always contain information to guide staff and people’s assessments were not always properly recorded.
- Well-Led (requires improvement) – the CQC found that effective systems were not in place to monitor quality assurance and this area was rated as requires improvement.

3.3 Quality Assurance (QA) carried out an unannounced visit on 16 March 2017 and the concern regarding staffing levels was addressed immediately. A Safeguarding Strategy meeting was held with Hanbury Court on 11 May 2017 regarding the unexplained death of a resident. A service improvement plan was developed and is now been monitored by the Quality Assurance team. Hanbury Courts action plan to meet the CQC’s requirements has been received from them and QA will be monitoring the CQC action plan in the coming months.

Sahara Parkside
Rating – Requires Improvement

3.4 Sahara Parkside is a residential home that provides residential accommodation and respite for people with learning and physical disabilities, autism, mental health and people with multiple diagnoses. LBBD currently have one placement in the home.

3.5 The service was inspected by CQC on 12 and 13 April 2017 and the report was published on 10 June 2017. The service was rated as ‘requires improvement’ in all five areas:

- Safe (requires improvement) – the CQC was told that there were not enough staff and recruitment did not reflect best practice.
- Effective (requires improvement) – the CQC report found that people were deprived of their liberty under the Mental Capacity Act 2005. Staff had not received specialist training to enable them to carry out their role.
• Caring (requires improvement) – the CQC found that some people did not feel they were treated with respect and preferences were not taken into account.
• Responsive (requires improvement) – the CQC found that people were not supported to attend activities and the level of details on the support plan varied
• Well-led (requires improvement) – The home quality assurance system did not address concerns. Some people including staff did not find management approachable.

3.6 QA carried out a visit on the 31 May 2017 to review the CQC Service Improvement Plan before the inspection report was published in June 2017. Sahara Parkside management had actioned all the points raised during the inspection. The safeguarding concern raised by the home regarding one other residents had been downgraded to casework by the Safeguarding Adult Manager overseeing the safeguarding enquiry. A follow up announced QA has been arranged for 7 August 2017. The QA team will continue to work in partnership with the home to achieve and maintain the required fundamental standards.

4. Providers rated as inadequate (Quarter 1)

Bond Care - Alexander Court
Rating – Inadequate

4.1 Alexander Court (formally managed by Lifestyle 2011 now owned by Bond Care) is a nursing home that provides nursing and residential care including respite care and support to adults and older people living with dementia, mental health, physical and learning disabilities, brain injuries, end of life/palliative care and people with multiple diagnosis. This service is located in Rainham Road, Dagenham. LBBD have 17 funded placements with Alexander Court placed on an individual spot purchase basis. Alexander Court was inspected by CQC on 28/29 November 2016 and 5 December 2016 and the proposal to remove the home and the home managers registration was relayed to the Local Authority in January 2017. The CQC has now withdrawn its proposal to remove the managers and the homes registration. A further CQC inspection was carried out in May 2017 and the service was rated ‘inadequate’ in four areas and ‘requires improvement’ in one.

• Safe: Inadequate – the CQC found that medicines were not always administered safely. There was no guidance for risk assessments and not enough staff to meet people’s need.
• Effective: Inadequate – the CQC found that the service was not working within the principals of the Mental Capacity Act 2005. The service was not always proactive to ensure that people had access to health and social care services. Staff were not always supported to receive training to enhance their roles.
• Caring: Requires improvement – the CQC found that the service did not always maintain the dignity of people who use the service.
• Responsive: Inadequate – People’s support needs were not reflected in their care records and they were not able to take part in preferred activities that meet their needs
• Well-led: Inadequate – the CQC found that there was no system in place to monitor the quality of service.
4.2 LBBD Quality Assurance and CCG have been working in partnership with Alexander Court to ensure that the quality standard or services delivered are maintained.

4.3 **Reline Care Limited – Reline Care**
Rating: Inadequate

4.4 Reline Care is located at the Barking Enterprise Centre in Barking. Reline Care is a large domiciliary care service providing personal care to people in their own homes. This provider is not on the LBBD providers’ framework and LBBD do not have anyone placed with them, although services are provided to service users in the London Boroughs of Newham, Waltham Forest and Redbridge. The CQC inspected the service on 1, 2 and 5 December 2016 and published their report on 25 May 2017. The service was rated as the following:

- Safe: Inadequate – the CQC found that instances of neglect and abuse were not raised as safeguarding issues and staff did not identify neglect as a type of abuse. Risk assessments were not robust and did not contain sufficient measures to mitigate risks faced by people receiving a service.
- Effective: Inadequate – the CQC found that staff training was not effective at ensuring staff had the knowledge required to perform their roles.
- Caring: Requires Improvement – the CQC found that care plans were not robust and did not contain enough information about the service user’s personal histories.
- Responsive: Inadequate – the CQC found that care plans were task focussed and did not contain information about people's preferences.
- Well-led: Inadequate – the CQC found that Reline was not submitting notifications to CQC.

4.5 Barking and Dagenham undertook a joint unannounced visit with Newham Council in December 2016 and contacted the other Boroughs for their concerns regarding the provider. Waltham Forest and Redbridge had few concerns, although Newham had concerns and were working closely with the provider to monitor improvements against the improvement plan. Newham formally reviewed the progress made against the improvement plan in January and February 2017 with the provider and a joint meeting between Barking and Dagenham, Newham, Redbridge and Waltham Forest was held in February 2017 where it was confirmed that the provider was continuing to show improvements. Improvements were further confirmed by the Barking and Dagenham Quality Assurance team via a joint visit with Newham in April 2017. The provider will continue to work through the service improvement plan with Newham Council and the Barking and Dagenham QA team is in regular communication with the provider and the other local authorities to ensure that improvements are sustained. A joint visit with Newham was carried out on the 31 May 2017 and it was agreed that there was continuous improvement. Voluntary suspension has been lifted and Redbridge has resumed placements. LBBD, Newham, Redbridge and Waltham Forest continue to work to support the provider in maintaining quality of service.

5. **Consultation**

5.1 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.
6. Implications

Risk Management

6.1 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 prioritise its work with local social care services.

6.2 Where problems are identified, quality assurance staff will work with the provider to plan and deliver improvements, including where necessary the actions contained in 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.

6.3 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.

7. Customer Impact

7.1 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

7.2 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

7.3 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 1 2017/2018 CQC Report