Title: Results of inspections undertaken by the Care Quality Commission on local adult social care services in Quarter 3, 2017/2018

Report of the Commissioning Director, Adults’ Care and Support

<table>
<thead>
<tr>
<th>Open Report</th>
<th>For Information</th>
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<tbody>
<tr>
<td><strong>Report Author:</strong></td>
<td><strong>Contact Details:</strong></td>
</tr>
<tr>
<td>Annette Bidmead, Quality Assurance &amp; Service Review Manager</td>
<td>Tel: 020 8227 2290</td>
</tr>
<tr>
<td></td>
<td>E-mail: <a href="mailto:annette.bidmead@lbbd.gov.uk">annette.bidmead@lbbd.gov.uk</a></td>
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**Accountable Divisional Director:**
Mark Tyson, Commissioning Director, Adults’ Care and Support

**Accountable Director:**
Anne Bristow, Strategic Director, Service Development and Integration

**Summary:**
This report is an overview of CQC inspection reports, published during Quarter 3 of 2017/18: (1 October 2017– 1 December 2018). The following report provides an overview of the inspections as well as the actions that have been taken. The report covers CQC inspection reports on providers in the Borough and those providing services to our residents outside the Borough.

Links to the CQC inspection reports 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 3 2017/2018**

2.1 There were five providers where reports were published during quarter 3, each of these met the requirements for an overall rating of ‘Good’.

2.2 The providers rated ‘Good’ and details of the inspections and reports are:

- **Bluebird Care** – this is a domiciliary care provider and is one of LBBD’s contracted homecare providers. At the previous inspection of this service in August 2015 it was rated ‘Good’. There was one improvement requirement because the service had failed to notify CQC of allegations of abuse. During the latest inspection on 22nd September 2017 this issue had been addressed and the service remained rated overall ‘Good’. The report was published on 12th October 2017.

- **Homecare UK (Dagenham) – Evita Care Ltd** – this is a domiciliary care provider registered to provide support with personal care to people living in their own homes. At the last inspection on 22nd December 2016 CQC found a
breach of regulation relating to pre-employment checks. During the latest inspection on 3rd October 2017 improvements had been made. The report was published on 24th October and was rated 'Good' in all five areas.

- **Church Elm Lane – Blueboard Care Services** – this is a domiciliary care agency, providing personal care to primarily older people living in their own homes. At the time of the CQC inspection they were providing a service to four people. CQC carried out this first inspection on 29th November and published the report on 19th December. They achieved a ‘Good’ rating in all five areas.

- **Home Sweet Home Care Limited** – this is a domiciliary care agency providing personal care to people living in their own homes. At the time of the CQC inspection they were providing a service to nineteen people. This CQC inspection took place on 12th October 2017 and the report was published on 17th November 2017. They achieved a ‘Good’ rating in all five areas. They were previously inspected in July 2016 where two breaches of regulations were found; no effective staff recruitment process and a failure to notify CQC of allegations of abuse. However, the report reflects that the issues have been addressed.

- **Pacific Care Services London** – this is a domiciliary care agency providing support with personal care to people living in their own homes. At the time of the CQC inspection there were five people using the service. This CQC inspection took place on 26th October 2017 and the report was published on 17th November 2017. They achieved a ‘Good’ rating in all five areas. They were previously registered at another location and last inspected in January 2014 where they were compliant with all regulations.

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**

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, as outlined in the Quality Assurance Policy and Procedures which the Council uses 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 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.
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.

5. **Customer Impact**

5.1 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**

5.2 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**

5.3 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.

6. **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.

7. **List of appendices:**

Appendix 1: Quarter 3 2017/2018 CQC Reports
## Appendix 1: Q3 2017/18 CQC Reports

<table>
<thead>
<tr>
<th>Provider name</th>
<th>Name of Service</th>
<th>Report date</th>
<th>Inspection date</th>
<th>CQC Rating with link to report</th>
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</thead>
<tbody>
<tr>
<td>Evita Care Ltd</td>
<td>Homecare (UK) Dagenham</td>
<td>24th October 2017</td>
<td>3rd October 2017</td>
<td>Good</td>
</tr>
<tr>
<td>Pacific Care Services London</td>
<td></td>
<td>17th November 2017</td>
<td>26th October 2017</td>
<td>Good</td>
</tr>
<tr>
<td>Home Sweet Home Care Limited</td>
<td></td>
<td>17th November 2017</td>
<td>12th October 2017</td>
<td>Good</td>
</tr>
<tr>
<td>Blueboard Care Services</td>
<td>Church Elm Lane</td>
<td>19th December 2017</td>
<td>29th November 2017</td>
<td>Good</td>
</tr>
<tr>
<td>Bluebird Care</td>
<td></td>
<td>12th October 2017</td>
<td>22nd September 2017</td>
<td>Good</td>
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