

31st March 2014**Agenda Item: 6****REPORT OF DEPUTY DIRECTOR, ADULT SOCIAL CARE, HEALTH AND
PUBLIC PROTECTION****UPDATE ON CARE QUALITY COMMISSION (CQC) INSPECTIONS OF
COUNCIL REGISTERED SERVICES IN ADULT CARE****Purpose of the Report**

1. The report will provide information on the requirement for the Council's regulated services to be inspected and an overview of inspections that have been conducted by the Care Quality Commission (CQC) over the last year. It will give the outcomes of these inspections and highlight the work undertaken to address any recommendations. The report also recommends that a report on inspections of the Council's regulated adult care services should be provided to Committee on an annual basis.

Information and Advice

2. The CQC is the independent regulator of health and adult social care services in England. The purpose of the CQC is to ensure that health and social care services provide safe, effective, compassionate and high quality care, and work with care service providers to improve. The Health and Social Care Act 2008 (Regulated Activities) Regulations 2012 lists the activities which must be registered with CQC. For Nottinghamshire County Council the services registered under these regulations are:
 - accommodation for persons who require nursing or personal care
 - personal care
3. The six Care and Support Centres for older people, the four Short Break services for people with learning disabilities and one learning disability residential service are registered for the provision of accommodation for people requiring personal care. The county-wide Shared Lives Scheme and the Short Term Assessment and Reablement Teams (START) are both registered to provide personal care. The County Council does not have any services that are registered to provide nursing care.
4. The County Council is registered as the service provider and the nominated individual within the department is David Hamilton, Service Director, North and Mid Nottinghamshire.

Inspections

5. All registered services have the legal responsibility to ensure that they are meeting essential standards of quality and safety. There are 16 essential standards listed in CQC guidance. Each registered service has an annual unannounced inspection during which a regulation inspector spends time observing care practice and talking to service users and staff. Inspectors also contact family members to hear their experiences of using the service. The inspector will generally examine a number (normally 5 or 6) of the essential standards and consider whether the service is working to these.
6. The 16 essential standards as identified by the CQC are as follows:
 - Respecting and involving people who use services (Outcome 1)
 - Consent to care and treatment (Outcome 2)
 - Care and welfare of people who use services (Outcome 4)
 - Meeting nutritional needs (Outcome 5)
 - Co-operating with other providers (Outcome 6)
 - Safeguarding people who use services from abuse (Outcome 7)
 - Cleanliness and infection control (Outcome 8)
 - Management of medicines (Outcome 9)
 - Safety and suitability of premises (Outcome 10)
 - Safety, availability and suitability of equipment (Outcome 11)
 - Requirements relating to workers (Outcome 12)
 - Staffing (Outcome 13)
 - Supporting workers (Outcome 14)
 - Assessing and monitoring the quality of service provision (Outcome 16)
 - Complaints (Outcome 17)
 - Records (Outcome 21)
7. There are 28 outcomes in total; the remaining 12 relate more to the day to day management of the service and include such things as notifications, fees, and registration. Further information on the outcomes is available in the background papers.
8. The CQC may choose to inspect at any time where they believe that a service provider is failing in its duty to provide care to meet the essential standards. This may follow a series of complaints, or safeguarding referrals for example. The registered service must report occurrences to the CQC which may affect the running of the service. These include, but are not limited to:
 - changes affecting the manager;
 - an application under Deprivation of Liberty Safeguards;
 - the death of a service user; and
 - safeguarding issues.

Inspections of adult services in 2013/2014

9. For all the inspections listed in the report, information on the standards inspected can be found in the background papers.

Short Break Services - Helmsley Road, Rainworth

10. The last inspection was undertaken on 24th October 2013. The service met all 5 standards that were inspected. There were no actions or recommendations issued. Some of the comments from the inspection are shown below:

- People who used the service told us they felt staff treated them with dignity and respect. We found staff to be knowledgeable and competent.
- During our inspection we observed positive and active engagement with people
- 'The food is fantastic, I got a cooked breakfast today'
- People we spoke with talked positively about the staff. Comments included 'I like it here, and the staff are a good bunch. I feel safe and well looked after' and 'I like all the staff, they support me and look after me well'.

Holles Street, Worksop

11. The last inspection was undertaken on 9th October 2013. The service met all 5 standards inspected. There was one action identified; this was to ensure parents' and carers' signatures are recorded on care plans. This has been undertaken. Some of the comments from the inspection are shown below:

- People were encouraged to express their views and were involved in making decisions about their care and support. This showed the service was well led.
- Staff cared for people in a way that promoted their privacy and dignity.
- People were protected against the risks associated with medicines because the provider had appropriate arrangements in place to manage medicines.
- There was an effective complaints system in place.

Wynhill Lodge, Bingham

12. The last inspection was undertaken on 30th October 2013. The service met all 5 standards inspected. There were no actions or recommendations issued. Some of the observations from the inspection:

- Inspectors used observation because some people had communication needs and were unable to share their experiences and views.
- A relative told CQC they felt involved in discussions and decisions about their relatives care and support: 'The care plans are robust and developed with me.'
- People who used the service told us how they were involved in decisions about their care and support. Comments included: '(Carer) said I can choose what to do tomorrow, we're going to Nottingham' and 'I like it here, I go to bed when I want but if I have school it's not too late.'

Kingsbridge Way, Beeston

13. The last inspection was undertaken on 23rd April 2013. The service met all 6 standards inspected. There were no actions or recommendations issued. Observations from the inspection included:

- Service users said they were 'happy being at the home' when asked about the care they received at Kingsbridge Way and referred to 'brilliant food' when asked about nutrition.

84 Church Street, Eastwood – residential home for adults with severe learning disabilities

14. The last inspection was undertaken on 9th January 2014. The service met all 5 standards inspected. Observations from the inspections included:

- Inspector noted that plans were person centred and included information about likes and preferences. Inspector spoke to 2 staff members about the Mental Capacity Act 2005 and they were able to demonstrate a good understanding.
- Staff were observed being patient and demonstrated a good understanding of residents individual preferences
- Complaints procedure was found to be clear and straightforward. One relative stated 'there is nothing I can complain about. I've never had any problems, I can't praise them enough.'

Shared Lives Scheme

15. The last inspection was undertaken on 16th May 2013. The service met all 5 standards inspected: There were no actions or recommendations following the inspection. Some feedback from families and service users from the inspection is shown below:

- 'They (carers) are marvellous. At first my relative wasn't sure about it but the carers showed us where my relative would be sleeping and we have built a fantastic relationship. The service has been a huge help to me'.
- 'It is really good. The family are nice'.

Care and Support Centres

16. All of the 6 Care and Support Centres have had CQC inspections in the last 12 months.

Bishops Court, Newark

17. The inspection took place on 25th September 2013 and the service met all standards inspected. Bishop's Court was given an action to look at running records, which was done immediately. The inspector returned on 27th November 2013 and found the Centre to be compliant. Some observations from the inspection are as follows:

- 'staff are there if needed and talk to me about (my) care'
- 'Food is great - people always have options of what to eat'

- Where people did not have the capacity to consent the provider acted in accordance with legal requirements.
- People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

James Hince Court, Worksop

18. The inspection took place on 23rd January 2013. There was one action recommended in relation to care plan recording and concerns raised about some furniture; the action relating to the care plan was addressed immediately and new furniture was already on order as part of the refurbishment programme. A review was undertaken on October 2nd 2013 and all standards were found to be compliant. Some observations from the inspection were:

- People said they were safe in the home and felt that staff would always promote their safety and welfare
- People told us that they were satisfied with the care treatment and support programmes they received.

Kirklands, Kirkby in Ashfield

19. The inspection took place in July 2013 and the service met all standards inspected; there were no actions required. Some observations from the inspection were:

- People who use the service were provided with opportunities to discuss their views about the quality of the service they received
- There were systems in place to ensure the environment was kept safe; we found that Kirklands had a consistent management team and the provider checked the quality of the services being provided
- We found that people who used the service had their needs assessed and planned for and care was taken to keep people safe through regular assessment of any risks to their health

Leivers Court, Arnold

20. The inspection took place on 3rd July 2013 with only three standards inspected. There were no actions or recommendations. Some observations from the inspection were:

- The provider has taken steps to provide care in an environment that is suitably designed and adequately maintained
- 'I've never regretted my relative coming here - 10 out of 10'
- Staff were able to describe people's individual care needs and referred to information we saw in care plans.

St Michael's View, Retford

21. The inspection took place on 15th April 2013. There were concerns raised about levels of staffing but these were addressed immediately as the base budget review exercise had already resulted in increased staffing levels to better reflect the services provided. The

inspector reviewed St Michael's View on 2nd October 2013 and all standards were met. Some of the observations from the inspection were:

- People told us the staff were very skilled
- A visitor said they had never had to make a complaint about anything and were very happy with the care their relative received
- Residents said they felt safe and that staff would always promote their welfare.

Woods Court, Newark

22. The inspection took place on 6th June 2013. There were five standards inspected and all were met. There were no actions or recommendations arising from the inspection. Some of the observations recorded were:

- 'We heard staff asking people for their views on everyday matters and encouraging their independence'
- 'I feel the staff are working to get me home. I am independent'
- We also heard people discussing a home visit as part of their planned return home
- 'It is so much better here...at another home I was brought tea in a big pot - it was stewed - we have individual pots here.'
- A relative commented to the inspector - 'staff go over and above, they do things I don't realise Mum needs.'

23. All of the Care and Support Centres are currently compliant with the standards inspected and there are no outstanding actions.

Short Term Assessment and Re-ablement Team (START)

24. The most recent inspections for the Short Term Assessment and Re-ablement Team (START) took place in December 2013 and January 2014.

START – Broxtowe, Gedling and Rushcliffe

25. On 6th December 2013 the Broxtowe, Gedling and Rushcliffe team was inspected at Prospect House, Beeston. Prior to this the team had been inspected in January 2013. The inspection found that the service is meeting all the standards. Some observations from the inspection:

- Inspector saw evidence of quality assurance;
- Dignity awareness workbooks completed by staff and information packs given to customers
- Audited support plans, risk assessments and health action plans and training matrix and plan
- Service users said they were encouraged to 'think positively about recovery'; 'staff were very helpful and not too intrusive'; the support had been organised 'quickly and thoroughly'

START – Newark/Bassetlaw

26. The Newark/Bassetlaw team was inspected on 18th December 2013 at Sherwood Energy Village, Ollerton and was found to be meeting all the standards. Some observations from the inspection were:

- Inspectors talked to staff who gave positive feedback
- Staff files in relation to training and supervision were checked
- Feedback in relation to staff - 'They've been marvellous and helped me get my confidence back'; 'I feel safe when they help me and they show me how to do things safely for myself', 'They all know what they need to do and they all seem competent'; 'Best standard of care I have ever received'

START - Mansfield and Ashfield

27. The Mansfield/Ashfield team was inspected on 30th January 2014 at Lawn View House, Sutton-in-Ashfield. Verbal feedback was provided at the time of the inspection to say the service is meeting all standards; the inspection report has not yet been received.

28. The START service is currently compliant with the standards inspected and there are no outstanding actions.

Reason/s for Recommendation/s

29. This report is for information only.

Statutory and Policy Implications

30. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

31. The report is for noting. There are no financial implications identified.

Human Rights Implications

32. The standards cover a broad range of areas which reflect the importance of respecting and promoting the rights of service users who receive care and support.

Safeguarding of Children and Vulnerable Adults Implications

33. Safeguarding people who use services from abuse is one of the CQC essential standards for use in inspection.

Implications for Service Users

34. The CQC standards and inspections cover areas relating to respect, care, welfare and safeguarding of service users. All the Council's regulated adult care services are currently compliant with the CQC standards and the comments highlighted in the report show how service users and families have been involved in inspections and have commented positively on the service they receive.

RECOMMENDATION/S

It is recommended that the Adult Social Care and Health Committee:

- 1) Notes the contents of the report.
- 2) Agrees for a report on inspections of the Council's regulated adult care services to be provided on an annual basis.

JON WILSON

Deputy Director, Adult Social Care, Health and Public Protection

For any enquiries about this report please contact:

Jennie Kennington

Senior Executive Officer

Email: jennie.kennington@nottsc.gov.uk

Constitutional Comments (LM 18/03/14)

35. The Adult Social Care and Health Committee has delegated authority within the Constitution to approve the recommendations in the report.

Financial Comments (KAS 19/03/14)

36. There are no financial implications contained within this report.

Background Papers and Published Document

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- Care Quality Commission standards - <http://www.cqc.org.uk/organisations-we-regulate/registered-services/guidance-meeting-standards>
- List of standards inspected at adult social care regulated services during 2013

Electoral Division(s) and Member(s) Affected – All