

PEOPLE (ADULT & HEALTH) SCRUTINY PANEL

Thursday 5th February 2015

CARE QUALITY COMMISSION (CQC) INSPECTIONS IN RUTLAND

Report of the Director for People

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| STRATEGIC AIM: | Meeting the Health and Wellbeing Needs of the Community |
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1. PURPOSE OF THE REPORT

1.1 The purpose of this report is to provide information on the outcomes of CQC inspection of Belton House Retirement House in Rutland

2. RECOMMENDATIONS

2.1 That Members of Scrutiny Panel note the contents of the report.

2.2 That Members of Scrutiny Panel note that the Inspection of Belton House has taken place under the previous inspection framework and is a limited inspection of the two standards where 'Action' was needed following the previous inspection on 6th July 2014.

3. BACKGROUND INFORMATION

3.1 CQC are responsible for ensuring hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and encouraging them to make improvements.

Currently they do this by inspecting services and publishing the results on their website to help people make better decisions about the care they receive.

Inspections look at the following areas:

- i. People's experiences of receiving care.
- ii. Staffing
- iii. Checking that the right systems and processes are in place.
- iv. Ensuring that the service is meeting national standards.

Sometimes CQC inspectors will be accompanied by clinical experts and experts by experience (people who have experience of receiving care) who will also talk to people who receive care.

3.2 Types of Inspections

CQC carry out three types of inspections.

- i. Scheduled: these are unannounced inspections that focus on a minimum of five of the national standards, and they're also tailored to the type of care that is provided at the service.
- ii. Responsive: these are unannounced inspections that are carried out where there are concerns about poor care.
- iii. Themed: these inspections focus on specific standards of care or care services.

3.3 National Standards

Services are judged against a set of national standards which are the standards that people can expect when receiving health or social care, these standards are listed below.

| NAME OF STANDARD | OUTCOME IN BRIEF* |
|---|---|
| Care and welfare of people who use services | People experience effective, safe and appropriate care, treatment and support meeting their needs and protecting their rights. |
| Assessing and monitoring the quality of service provision | People benefit from safe, quality care because effective decisions are made and because of the management of risks to people's health, welfare and safety. |
| Safeguarding people who use services from abuse | People are safeguarded from abuse/risk of abuse and their human rights are respected and upheld. |
| Cleanliness and infection control | People experience care in a clean environment and are protected from acquiring infections. |
| Management of medicines | People have their medicines when they need them, and in a safe way and are given information about their medicines. |
| Meeting nutritional needs | People are encouraged and supported to have sufficient, nutritional and balanced food and drink and a choice of food and drink to meet their different needs. |
| Safety and suitability of premises | People receive care in, work in or visit safe surroundings that promote their wellbeing. |
| Safety, availability and suitability of equipment | Equipment used is safe, available, comfortable and suitable for people's needs. |

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|--|---|
| Respecting and involving people who use services | People understand the care and treatment choices available. They can express their views and are involved in making decisions about their care. Their privacy, dignity and independence is respected, and their views and experiences are taken into account in how the service is delivered. |
| Consent to care and treatment | People give consent to their care and treatment. They understand and know how to change decisions that have been agreed previously. |
| Complaints | People and those acting on their behalf have their comments and complaints listened to and acted on effectively. They know they will not be discriminated against for making a complaint. |
| Records | People's personal records are accurate, fit for purpose, held securely and stay confidential. The same applies to other records needed to protect their safety and wellbeing. |
| Requirements relating to workers | People are kept safe and their health and welfare needs are met by staff fit for the job with the right qualifications, skills and experience. |
| Staffing | People are kept safe, and their health and welfare needs are met, because there are adequate numbers of the right staff. |
| Supporting workers | People are kept safe, and their health and welfare needs are met, because staff are competent and are properly trained, supervised and appraised. |
| Co-operating with other providers | People receive safe and co-ordinated care when they move between providers or receive care from more than one provider. |

3.4 Enforcing Standards

The role of CQC is to check whether providers comply with the essential standards of quality and safety listed in 3.3

If they find that a service is not meeting the standards, they will take action.

They can require providers to deliver a plan of action or they can use enforcement powers. These powers include:

- i. issuing a warning notice requiring improvements within a short period of time.
- ii. restricting the services that the provider can offer.
- iii. stopping admissions into the care service.

- iv. issuing fixed penalty notices.
- v. suspending or cancelling the service's registration.
- vi. prosecution.

They also work with various bodies to enforce the standards. Depending on the service and the circumstances, they can work with local authorities, regulatory bodies and agencies, and even the police to ensure that action is taken.

3.5 Rutland Inspection Status

One CQC inspection has taken place since the last report to Scrutiny in December 2014. Although this limited inspection of Belton House identified some improvements since the previous inspection on 6th July 2014 in that, in terms of the standard 'Safety and suitability of premises', the home was found to be compliant, CQC found that 'staffing levels were not always sufficient to meet the needs of people who used the service'.

The Contracts and Procurement Team are monitoring the delivery of the home's Action Plan. It is anticipated that CQC will make a further unannounced inspection in the next few months.

| Name of Home | Category | Last Inspection Report Date | Comments |
|--------------|-----------|---|--|
| Belton House | Care home | Inspection report published 19 th November 2014. | Non-Compliant in one of the two areas inspected. Category of "action needed* - Care and Welfare of People who use services. Action Plan completed by care home 17/12/14. |

4. RISK MANAGEMENT

| RISK | IMPACT | COMMENTS |
|------------------------|--------|--|
| Time | Low | Where areas for improvement have been identified by CQC the authority is working with the homes on an agreed plan to support improvement |
| Viability | Low | The support work required can be delivered from the resources of the relevant adult social care and contract teams |
| Finance | Low | See comment on viability |
| Profile | Medium | If care homes do not meet standards this could have an impact the authority and the local community |
| Equality and Diversity | Low | Issues in relation to E&D are addressed in the RCC contract with the relevant homes. |

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A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.