

Report of Head of Scrutiny and Member Development

Report to Scrutiny Board (Adult Social Services, Public Health, NHS)

Date: 8 September 2015

Subject: Care Quality Commission – Inspection Outcomes

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

1 Purpose of this report

- 1.1 The purpose of this report is provide members of the Scrutiny Board with details of recently reported Care Quality Commission inspection outcomes for health and social care providers across Leeds.

2 Summary of main issues

- 2.1 Established in 2009, the Care Quality Commission (CQC) regulates all health and social care services in England and ensures the quality and safety of care in hospitals, dentists, ambulances, and care homes, and the care given in people’s own homes. The CQC routinely inspects health and social care service providers, publishing its inspection reports, findings and judgments.
- 2.2 To help ensure the Scrutiny Board maintains a focus on the quality of health and social care services, the purpose of this report is provide an overview of recently reported CQC inspection outcomes for health and social care providers across Leeds. Procedures are being established locally to ensure the timey reporting of inspection outcomes on a monthly basis.
- 2.3 Appendix 1 provides a summary of recently published reports for consideration by the Scrutiny Board. However, the full inspection reports for the following organisations are provided:

Waterloo Manor Independent Hospital

- 2.4 Waterloo Manor Independent Hospital provides low secure and rehabilitation services for women with mental disorders and complex needs. It provides specialist services for a national catchment of patients (i.e. not just Leeds patients). The main commissioner of services is NHS England. The CQC inspection was undertaken in February 2015 and the report published in August 2015. A copy of the full inspection report is appended to this report.
- 2.5 Since March 2014, there have been ongoing safeguarding concerns regarding the provider and, as the host authority, Leeds City Council's Adult Social Services Directorate has been working with the provider since that time. However, the main commissioner of services is NHS England.
- 2.6 Guidance from the National Quality Board highlights the role of local authority overview and scrutiny committees in maintaining an oversight of quality and their involvement in quality surveillance activities. However, this tends to focus on the provision of local health and social care services for local people. The guidance is less clear in relation to the provision of specialist services provided to a catchment of patients beyond the local authority boundaries where the service may be delivered.
- 2.7 However, given the host responsibilities of Leeds City Council in relation to safeguarding, and in the absence of any definitive guidance, it perhaps seems reasonable to adopt a similar approach when considering oversight through overview and scrutiny. As such, representatives from the provider have been invited to attend the meeting to address any questions from members of the Scrutiny Board.

Yorkshire Ambulance Service NHS Trust

- 2.8 Yorkshire Ambulance Service provides an accident and emergency service to respond to 99 calls, patient transport services and an emergency operations centre (call handling service). The Trust also provides a Resilience and Hazardous Area Response Team (HART) and an NHS 111 core service. The Trust provides services across thirteen local authority areas within Yorkshire and the Humber and services are commissioned by Clinical Commissioning Groups (CCGs), with Wakefield CCG acting as the lead commissioner across the Yorkshire and Humber region.
- 2.9 The CQC inspection was undertaken in January 2015 and the report published in August 2015. A copy of the full inspection report is appended to this report.
- 2.10 Prior to publication of the report, the CQC convened a quality summit with key stakeholders to discuss its findings from the inspection and to allow the Trust to outline its initial response. Local authority overview and scrutiny committees are included as a key stakeholder in this process. However, given the geographical area covered by the Trust, it was agreed that Wakefield Council would lead from a scrutiny perspective. A note from the quality summit is appended to this report.
- 2.11 It is planned that Wakefield Council will receive and monitor the Trusts action plan, with the input from the Chairs' of other local authority overview and scrutiny committees. As such, representatives from the Trust have not been invited to formally attend the meeting. Any comments from the Board will be sent to Wakefield Council.

3. Recommendations

- 2.1 That the Scrutiny Board considers the report and the detail presented at the meeting, and determines any further scrutiny activity and/or actions, as appropriate.

4. Background papers¹

- 4.1 None used.

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

APPENDIX 1

SUMMARY OF RECENT CARE QUALITY COMMISSION (CQC) INSPECTION REPORTS

Publication Date	Organisation	Type of provider	Outcome	Web link to the report
29 July 2015	Homecare Support – Leeds (LS7 2AH)	Homecare	Good	http://www.cqc.org.uk/location/1-456708711
31 July 2015	Springfield Care Home (LS25 1EP)	Residential Care	Requires improvement	http://www.cqc.org.uk/location/1-154091843
31 July 2015	Spinney Residential Home (LS12 3QH)	Residential Care	Requires improvement	http://www.cqc.org.uk/location/1-112270555
17 Aug. 2015	Waterloo Manor Independent Hospital (LS25 1NA)	Hospital - mental health	Inadequate	http://www.cqc.org.uk/location/1-156620871
18 Aug. 2015	Ethical Homecare Solutions (LS7 3DX)	Homecare	Requires improvement	http://www.cqc.org.uk/directory/1-321807303
18 Aug. 2015	Hopton Court (LS12 3UA)	Residential Care	Requires improvement	http://www.cqc.org.uk/directory/1-309428606
18 Aug. 2015	Owlett Hall (BD11 1ED)	Nursing Home	Requires improvement	http://www.cqc.org.uk/directory/1-141599363
20 Aug. 2015	Oakwood Hall (LS8 2PF)	Nursing Home	Requires improvement	http://www.cqc.org.uk/directory/1-123576529
21 Aug. 2015	Yorkshire Ambulance Service NHS Trust (WF2 0XQ)	Ambulance Service	Requires improvement	http://www.cqc.org.uk/provider/RX8