

Report of Head of Scrutiny and Member Development

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

Date: 16 February 2016

Subject: Waterloo Manor Independent Hospital

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 to provide members of the Scrutiny Board with specific input from the Care Quality Commission in relation to Waterloo Manor Independent Hospital.

2 Summary of main issues

2.1 At its meeting in September 2015, the Scrutiny Board considered details of the Care Quality Commission (CQC) Inspection report and associated response relating to Waterloo Manor Independent Hospital. The Inspection report had been published in August 2015 and assessed the services provided as 'Inadequate'.

2.2 At the September meeting the Scrutiny Board discussed the information presented and raised a number of issues, including:

- Significant concern regarding the 6-month delay from the CQC undertaking the inspection to publishing its report.
- Concern that despite NHS England and Adult Social Care working closely with the provider since February / March 2014, the CQC had rated service provision as 'Inadequate'.
- Concern that the Scrutiny Board had not been made aware of the significant concerns regarding service provision at Waterloo Manor in a more timely and appropriate manner.
- Concern regarding an inspection methodology where service provision can be rated as 'inadequate' in February and then seemingly rated as 'good' 6-months later.

- Assurance that the inadequacies highlighted within the CQC inspection report were not repeated across other hospitals/ service points that formed part of the Inmind Healthcare Group and that similar levels of care were not being undetected in other NHSE held contracts.
- Requests for a more detailed report of lessons learned across each of the organisations involved.

2.3 A further report and range of additional information was considered by the Scrutiny Board at its meeting on 27 January 2016. Representatives from the following organisations were in attendance for that meeting:

- NHS England – as the main service commissioner
- Inmind – as the service provider at Waterloo Manor
- Adult Social Services – as the Safeguarding authority
- Local Clinical Commissioning Groups – as a commissioner of related services
- Leeds and York Partnership NHS Foundation Trust – as a provider of related services.

2.4 At the January 2016 meeting, it was that a further CQC inspection of Waterloo Manor had taken place in August 2015. It was also reported that inspection report had not yet been completed or published.

2.5 To date, the Care Quality Commission is yet to attend the Scrutiny Board to discuss any issues specifically associated with Waterloo Manor. However, confirmation has been received that representatives will attend to discuss the outcome of recent inspections with the Scrutiny Board.

3. Recommendations

3.1 That the Scrutiny Board considers the details 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.