

Report for: Adults and Health Scrutiny Panel, 14th November 2019

Title: CQC Update

Report

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Lead Officer: Farzad Fazilat, Head of Brokerage and Quality Assurance

Ward(s) affected: All

Report for Key/

Non Key Decision: Non Key Decision

1. Introduction

1.1 This paper reports on the most recent commissioning activity carried out by Haringey Council (the Council) providing a general overview of inspections carried out in the borough and those planned for the future by CQC within Haringey

2. Risk Register - Activity Report July 2019 to November 2019

Quality assurance

2.1 There are four providers in Haringey currently identified as at high risk requiring intervention by either or both the Council and the CCG.

2.2 The table below gives the type of establishments, summary of the concerns, number of clients and the outcome of our intervention.

Provider	Service type	Haringey Funded residents	Summary	Outcome
Osborne Grove	Residential Nursing home	Local authority (1) Health (1)	Management failure; Health and safety; Staffing levels – use of agency nursing staff. Safeguarding issues; Lack of governance; Medicines Management; Lack of activities; Infrastructural issues	Establishment concerns; Embargo; Implementation of cabinet decision to close the nursing provision had been paused indefinitely. Establishment concerns follow up meeting took place on the 1st of February. Embargo to remain. Latest CQC report: Requires improvement.

Alexandra Park Home (Earlybirdcare)	Residential care home	Local authority (7)	Concerns around competency of leadership; compliance around fire safety of premises; poor record keeping	Provider currently rated 'Requires Improvement' by CQC following a recent inspection. LFB visited and issued enforcement action. Improvement plan request. Establishment concerns process initiated; Voluntary embargo in place; Other placing authorities informed; Colleagues from CCG visiting every 2 weeks
Magic Life Ltd	Supported living	Local authority (18)	Currently rated 'Good' by CQC; Significant gap between staff skills, expertise; training and the needs of very complex clients; Management failure; Medication management, including use of PRN. Assessment, referral and staff recruitment to support these referrals; Reporting and recording; reporting of incidents, safeguarding issues and how these are managed ; Staffing levels	Provider under Establishment concerns process; Embargo in place; All service users being reviewed; provider investigating areas of failure; Improvement plan submitted; Increased monitoring visits between commissioning and HLDP to seek assurances. All placing authorities informed and advised to do the same.
Panacea Senior Living Ltd	Home care	Local authority (0)	Currently rated 'Good' by CQC; Served section 33 notice by CQC due to operating from an unregistered location without a registered manager	NCL lead have been notified; Names of service users and funding authorities / DP / self funders requested. CQC inspection imminent.

2.3 Ernest Dene residential care home: A 33 bedded residential home in an Edwardian period building located in Muswell Hill. The provider has for some time been looking at ways to improve the environmental provision at Ernest Dene. Following scoping, a decision has been taken that it would be better in the long term for the home to be closed for an initial period of 24months to allow the works to be planned and then commenced. This impacts 4 service users funded by Haringey Council and 1 Health funded. The provider has 6 other residential care homes within the NCL which they are happy for families

to consider for continuity of care for existing clients. All funding authorities, CQC and families are aware of these plans.

2.4 13 CQC inspection reports have been produced between July and November 2019. Out of which 12 have been rated 'Good' and 1 rated 'requires improvement'. The residential service rated as 'requires improvement' is currently on the risk register with ongoing monitoring arrangements between the local authority and CCG.

2.5 We have 4 new providers registered this quarter within Haringey Council.

- Real Homecare Ltd (home care)
- Glow Domiciliary Healthcare Ltd (home care)
- Circle care Ltd (home care)
- SSA Star Care Ltd (home care)

2.6 Out of 22 locations overall rated Inadequate, requires improvement and uninspected in Haringey, we have existing placements with the following 6 locations:

Provider Name	Location Name	Service type	CQC Overall Rating
Earlybirdcare Ltd	Alexandra Park Home	Residential	Requires improvement
Mrs Ifeoma Nwando Akubue	Nwando Domiciliary Care	Home care	Requires improvement
Sinan Care Limited	Sinan Care Limited	Home care	Requires improvement
London Borough of Haringey	Osborne Grove Nursing Home	Residential	Requires improvement
Choice Support	18 Vartry road	Residential	Requires improvement
Marieco Care Limited	Haringey Branch	Home care	uninspected

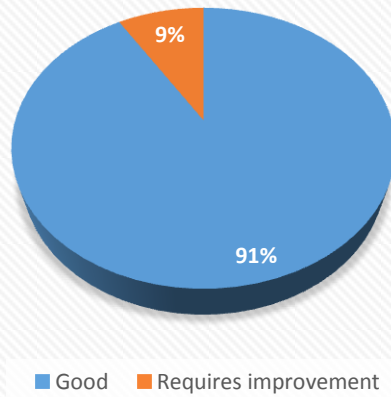
2.7 Out of the 22 locations overall rated Inadequate, requires improvement and uninspected in Haringey, we do not commission with the following 16 locations:

Provider Name	Location Name	Service type	CQC overall rating
Circle of Care Service Limited	Circle of Care Service, West Green Learning Centre, Park View Academy	Home care	Inadequate
Focus Learning	Focus Learning	Home care	Requires improvement
Temp Exchange Ltd	Temp Exchange Ltd	Home care	Requires improvement

Green Lanes Projects Limited	Green Lanes Projects Limited	Home care	uninspected
North London Partnership Consortium Limited	Inspire Care Agency	Home care	uninspected
Bena Services Limited	Bena Care Service	Home care	uninspected
Glow Domiciliary Healthcare Ltd	Parma House	Home care	uninspected
Unique Quality Care Ltd	Unique Quality Care Ltd	Home care	uninspected
Splendid Care Solution Ltd	Splendid Care Solutions Ltd	Home care	uninspected
Black & Minority Ethnic Carers Support service	Black & Minority Ethnic Carers Support Service	Home care	uninspected
Circle Care Ltd	25 Imperial House	Home care	uninspected
Focus Care Professionals Ltd	Focus Care Professionals Ltd	Home care	uninspected
Health First Medical Staffing Ltd	Health First Medical Staffing Ltd	Home care	uninspected
OFIY Healthcare Ltd	266 High Road	Home care	uninspected
Real Homecare Limited	Real Homecare	Home care	uninspected
SSA Star Care Ltd	SSA Star Care Ltd	Home care	uninspected

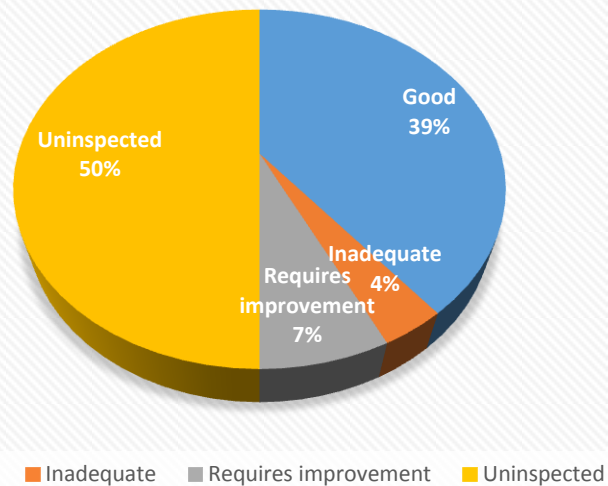
2.8 **Circle of care service limited:** Further to being rated as 'Inadequate' by CQC, the provider decided to close business. We reviewed all service users and supported them with identifying a new provider with whom the staff TUPED over to ensure continuity of care for existing service users. The transfer was successful. Since then the provider has decided to keep the company and focus on making administrative improvements. They do not have any service users currently.

Percentage of commissioned services located in Haringey



CQC Rating	Number of registered locations
Good	52
Requires improvement	5

Percentage of uncommissioned services located in Haringey



CQC Rating	Number of registered locations
Good	11
Inadequate	1
Requires improvement	2
Uninspected	14

