

## Osborne Grove Consultation Update

### **Osborne Grove Consultation: Additional information relating to Care Quality Commission Inspection**

We have new information which affects the Osborne Grove Nursing Home Consultation. This information relates to the outcome of the Care Quality Commission inspection of Osborne Grove on 26 and 27 July which was published on 19 September 2017. The council is amending its consultation paper to include this new information and to give consultees more time to consider and respond to the consultation proposal.

Osborne Grove Nursing Home provides accommodation, personal and nursing care for adults over 65 with complex health needs. The home has capacity for 32 beds across 4 units and there are currently 18 occupants.

### **What is being proposed?**

The council is proposing to close Osborne Grove Nursing Home.

### **Why?**

On 6 and 7 December 2016, a Care Quality Commission (CQC) inspection highlighted serious concerns around the care of residents in Osborne Grove. These included but were not limited to the areas of:

- Medicine management and administration
- Record keeping and documentation
- The moving and handling of residents

Four enforcement warning notices were issued against the council for breaches of the legal requirements relating to the quality of care and support with compliance deadlines of 17 February and 31 January.

The key points to note are:

- The council developed a clear action plan to address the areas of concern highlighted within the stated timescales
- A number of improvement measures were implemented and a joint improvement steering group assembled to closely examine progress and compliance
- Further CQC inspections on 22 and 30 March 2017 noted that despite the service improvement plans and interventions, the service had failed to meet compliance standards and progress has not been made at the pace that is expected. To view the inspection report, follow [OGNH Inspection Report March 2017 \(external link\)](#).

Consequently, on Tuesday 20 June 2017 a decision was taken at cabinet member signing to undertake a period of consultation with Osborne Grove residents, their families and carers on the proposal to close the nursing home. The Cabinet report and decision is available here, [Cabinet Member Signing - OGNH](#).

On 26 and 27 July, the CQC conducted an unannounced inspection at Osborne Grove. The CQC found that significant improvements had been made since the last CQC inspection in March 2017. Osborne Grove had complied with the following three of the four warning notices served:

- Safe care and treatment
- Meeting nutritional and hydration needs
- Good governance

To view the inspection report, follow [OGNH Inspection Report July 2017 \(external link\)](#). The council is happy to see the improvements noted and is grateful to operational and corporate staff for their hard work.

However, whilst some improvements at Osborne Grove are being realised as evidenced in the recent CQC inspection report, with the level of resourcing and management oversight to achieve these, the concern remains that the pace and sustainability of these improvements going forward remain a considerable risk:

- Though the home is no longer in special measures, it is rated 'requires improvement' in three of five areas covered by the comprehensive inspection, namely safe, responsive and well-led.
- The CQC rating for Osborne Grove falls below the commissioning standards that we the council set ourselves and the staffing levels have not been reduced despite a reduction in occupancy of residents by almost 50%.
- The [2017/18 Quarter 1 Finance Report](#) Cabinet paper reflects that (as reported at period 3), the measures required to secure the current service improvements have come at a cost – with the projected overspend in excess of £700,000. Two months on, the projected overspend is estimated to be closer to £1m.

You can view the [OGNH Revised Consultation Letter \(PDF, 74KB\)](#) that has been sent to residents, their families and carers on the proposal to close the nursing home.

In light of the recent CQC inspection report, it has been agreed to extend the consultation period by one month until midday Sunday 12 November. This will ensure you have sufficient time to make an informed decision and have your say.

The proposal to cease operating the home has not been arrived at easily but we expect residents in our care settings to be treated with utmost professionalism and dignity at all times, and standards at Osborne Grove Nursing Home are still below the high benchmark that we demand.

## **What was the purpose of the consultation?**

We wanted to obtain the views of Osborne Grove residents, their carers/families and health and social care partners on the proposal to close the nursing home. For more information see our [Osborne Grove consultation FAQs \(PDF, 208KB\)](#).

## **How can I take part?**

We are keen to encourage all responses to this consultation.

### **Online**

There is an online version of the questionnaire: [Complete the questionnaire](#)

### **Drop-in sessions**

Drop-in sessions: will be held at Osborne Grove Nursing Home, 16 Upper Tollington Park, Finsbury Park, N4 3EL on:

- 7 - 8pm, Tuesday 19<sup>th</sup> September 2017
- 7 - 8pm, Wednesday 4<sup>th</sup> October 2017

Due to the extension, further dates will be announced.

### **By post**

Please contact the office of Jeni Plummer on 020 8489 5071/5727 to request a paper copy. Your completed consultation document can be sent via FREEPOST to:

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The consultation runs from Monday 17 July to Sunday 12 November 2017.