

Birchwood Care Home – CQC Inadequate

Committee considering report:	Overview and Scrutiny Management Commission
Date of Committee:	9 January 2018
Portfolio Member:	Councillor Rick Jones
Date Portfolio Member agreed report:	21 December 2017
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Forward Plan Ref:	n/a

1. Purpose of the Report

- 1.1 In September the Care Quality Commission completed an inspection of a Council run Care Home, Birchwood; the outcome was an overall rating of inadequate. This note sets out the background to the inspection and the actions required to bring the home back to 'good'.

2. Recommendation

- 2.1 This report is for information.

3. Implications

3.1	Financial:	N/A
3.2	Policy:	N/A
3.3	Personnel:	N/A
3.4	Legal:	N/A
3.5	Risk Management:	N/A
3.6	Property:	N/A
3.7	Other:	N/A

4. Other options considered

- 4.1 None.

Executive Summary

5. Introduction / Background

- 5.1 In September the Care Quality Commission completed an inspection of Birchwood Care Home; the outcome was an overall rating of inadequate. This report sets out the background to the inspection and the actions agreed to bring the home back to 'good'.
- 5.2 Birchwood is a 60 bed nursing/residential care home specialising in care for people with dementia. The service was commissioned in 2007 with the Council leasing the building from A2Dominion and contracting separately with Care UK for the care. The contract was for an initial 10 year term with the option to extend for a further 3 years subject to negotiation.
- 5.3 Contract negotiation with Care UK proved challenging, and following their decision to close 10 beds in the home it was determined to transfer the service in-house once permissible.
- 5.4 Prior to the inspection, it was clear to us that there was a serious deficit in staff skills, and issues with procedures that needed to be resolved. The timescale of the CQC inspection was such that the analysis, planning and execution was nowhere near completed in advance of the inspection. However, the result reinforces our conclusions and action plans

6. CQC outcome

- 6.1 The CQC inspection framework incorporates 5 domains: Safe, Effective, Caring, Responsive and Well-led. Three areas were rated as inadequate: safe, responsive and well-led, two as requires improvement: effective and caring. This means the home received an overall rating of inadequate.
- 6.2 A detailed action plan has been developed and work is well underway to address concerns. There is a specific focus on addressing Safe.

7. Conclusion

- 7.1 Prior to the inspection, it was clear to us that there was a serious deficit in staff skills, and issues with procedures that needed to be resolved. The timescale of the CQC inspection was such that the analysis, planning and execution was nowhere near completed in advance of the inspection. However, the result reinforces our conclusions and action plans
- 7.2 We have a strong track record and are used to achieving positive inspection results, our five other regulated services are all rated as Good. This means we understand what it takes to turn a service round. CQC will return in six months to re-inspect, we are confident that the actions we have put in place will mean a return to Good.

8. Appendices

- 8.1 Appendix A – Supporting Information
- 8.2 Appendix B – Birchwood CQC Summary report

8.3 Appendix C – Birchwood action plan

