

Report to: **Adult Social Care and Community Safety Scrutiny Committee**

Date: **8 September 2011**

By: **Director of Adult Social Care**

Title of report: **Care Quality Commission Inspection of Mount Denys, Hastings**

Purpose of report: **To inform the Scrutiny Committee of the outcome of the recent inspection of Mount Denys in Hastings and the actions taken to resolve the identified issues.**

RECOMMENDATIONS

The Committee is recommended to:

- 1. Note the content of the report**
 - 2. Consider how the Scrutiny Committee can further examine the issues identified as a result of the inspection and monitor the actions being undertaken to improve the outcomes for the service users at Mount Denys.**
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1. Financial Appraisal

1.1. There will be financial implications in respect of the additional staffing, training, equipment and refurbishment identified for Mount Denys in response to the issues identified within the Care Quality Commission (CQC) inspection report. The implications are being worked through in detail, but there is a potential increase in costs of up to £200,000 per annum. It is intended that these additional costs will be contained within the overall revenue budget for the Adult Social Care Directly Provided Services.

2. Background and Supporting Information

2.1. Mount Denys is a 31 bed care home in Hastings, owned and operated by the County Council, providing support to older people with dementia. 23 of the beds are used to provide long term (permanent) care with the remaining eight beds providing regular respite care to approximately 21 service users in addition to unplanned and emergency short term placements for people whose existing care arrangements have broken down.

2.2. Many of the people who use Mount Denys are in the advanced stages of dementia resulting in a significant number exhibiting challenging behaviour and having complex care needs. Some have experienced a number of previous unsuccessful placements in other care homes prior to moving to Mount Denys.

2.3. On 18th July 2011, two inspectors from the CQC made an unannounced inspection of Mount Denys and reviewed compliance against thirteen regulations and outcomes. The inspectors raised concerns in respect of all of the areas examined. As a result the Council was served with warning notices, highlighting four areas for immediate action. On 1st August 2011, the Council received three notices.

2.4. *Regulation 9 - Outcome 4 - Care and Welfare of People who use services* : expressing concerns about a lack of pre-admission planning, comprehensive risk assessments, personalised care and activity plans.

2.5. *Regulation 11 - Outcome 7 - Safeguarding people who use services from abuse* : expressing concerns about the high level of “user on user” and “user on staff” violent incidents

and, whilst being recorded in the home, the fact that many of these had not been notified to the Care Quality Commission or raised as potential safeguarding issues.

2.6. *Regulation 13 - Outcome 22 – Staffing* : expressing concerns that there were insufficient numbers of skilled and experienced staff to appropriately meet the needs of such a challenging service user group.

2.7. Immediate action has been taken to address these issues including:

- Increasing the numbers of staff to reduce the incidents of verbal and physical aggression between residents (and by residents on staff).
- Reviewing the needs and wishes of each resident and putting in place individual plans to ensure their behaviours are safely managed.
- Increasing the range and choice of activities available to them.

2.8. Provisional feedback from the CQC re-inspection of these areas, on 16th August 2011, indicates that there are encouraging signs of improvement.

2.9. On 11th August 2011, the Council received a further notice in respect of *Regulation 10 – Outcome 16 – Assessing and monitoring the quality of service provision* : expressing concerns that our internal quality assurance processes did not identify the significance of these issues.

2.10. As soon as the inspection on 18th July 2011 identified concerns at Mount Denys a full audit of all of the care homes operated by the Council was undertaken to ensure compliance with the regulations. As part of a broader action plan, the current internal quality monitoring framework is being enhanced to ensure that in future, there is early identification and resolution of any potential issues.

2.11. The full Compliance Report from the CQC in respect of Mount Denys is currently in draft and due to be finalised and published in early September. A comprehensive action plan addressing all of the issues raised in the report has been prepared and submitted to the CQC for their consideration. Further information will be available following the publication of the report but in order to avoid unnecessary delay and to improve the quality of care and outcomes for the residents, many of the actions within the plan are already in progress or have been completed.

3. Conclusion and Reasons for Recommendation

3.1. The CQC have recently inspected Mount Denys and identified significant concerns with the care arrangements in place. Although the service user group at Mount Denys is particularly challenging it remains our responsibility to ensure the best possible care is provided and we have not met the standards we expect and the residents and their relatives deserve.

3.2. Urgent action to improve standards has been taken and a longer term plan is being developed to incorporate the valuable and important lessons learnt from this inspection and address all of the identified issues in a sustainable way.

3.3. Given the importance of the delivery of consistent, high quality care by the County Council's own Directly Provided Services, the Scrutiny Committee is recommended to note the contents of this report and consider how it can further examine the issues identified as a result of the inspection and monitor the actions being undertaken to improve the outcomes for the service users at Mount Denys, through the use of Scrutiny Reviews and update reports.

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