

Care Quality Commission (CQC) Inspection Outcomes – Quarter 4 2015-16

The CQC is the national inspectorate for registered health and adult care services. Inspection reports are regularly produced and these are published on a weekly basis.

The CQC assesses and rates services as being 'Outstanding', 'Good', 'Requires Improvement', or 'Inadequate'. Where providers are found to be in need of improvement or inadequate, the CQC make recommendations for improvement and / or enforcement action. Specific actions taken in each case can be found in the relevant inspection report.

Where inspections are relevant to the Borough, a summary of the outcome is circulated to all Members each week. If a report is negative, an update from Adult Services is included which summarises the position in relation to service provision and any actions taken at that time.

On 14 September 2015, it was agreed that the Committee would receive a quarterly round-up of recent reports. These would be aligned with the Six-monthly Adult Performance Reports where possible.

Recent Reports

Please note: As the Committee meeting in May was cancelled, this update also includes inspection reports from April and May 2016.

Between 1 December 2015 and 31 May 2016 there were thirty-eight reports published. (Please note: there is a time lag between the date of the inspection and the publication period of the report.)

Reports can be broken down as follows:

- twenty five Adult Care services were reported on (fifteen rated as Good, nine rated as Requires Improvement, and one Inadequate);
- eight reports were released on Primary Medical Care (seven rated as Good and one Practice was Outstanding);
- four reports on Hospital/Other Health Care (two rated as Requires Improvement, and two rated as Good).

A summary of each report and links to the full version are as follows:

Adult Services (includes services such as care homes, care homes with nursing, and care in the home)

31 Oak Road (SBC delivered service)	Ward – Eaglescliffe
29-31 Oak Road, Eaglescliffe, Stockton On Tees, TS16 0AT	
http://www.cqc.org.uk/location/1-124239389	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Oxbridge House	Ward – Grangefield
187 Oxbridge Lane, Stockton On Tees, Cleveland, TS18 4JB	
http://www.cqc.org.uk/location/1-118619916	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Direct Health (Homecare)	Ward – n/a
80-82 Norton Road, Stockton-On-Tees, TS18 2DE (Registered Office)	
http://www.cqc.org.uk/location/1-119514236	
Overall	Inadequate
Safe	Inadequate
Effective	Requires Improvement
Caring	Inadequate
Responsive	Inadequate
Well - led	Inadequate

Windsor Court Residential Home	Ward – Parkfield and Oxbridge
44-50 Windsor Road, Stockton On Tees, TS18 4DZ	
http://www.cqc.org.uk/location/1-107082503	
Overall	Good
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Chestnut Lodge Nursing Home	Ward – Norton South
302 Norton Road, Norton, Stockton On Tees, TS20 2PU	
http://www.cqc.org.uk/location/1-111640806/contact	
Overall	Requires Improvement
Safe	Good
Effective	Requires Improvement
Caring	Good
Responsive	Good
Well - led	Requires Improvement

Real Life Options - 96 Bisphopton Road	Ward – Newtown
96 Bisphopton Road, Stockton On Tees, TS18 4PA	
http://www.cqc.org.uk/location/1-126668409	
Overall	Requires Improvement
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well - led	Requires Improvement

Roseville Care Centre	Ward – Ingleby Barwick West
Blair Avenue, Ingleby Barwick, Stockton On Tees, TS17 5BL	
http://www.cqc.org.uk/location/1-131446271	
Overall	Requires Improvement
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement

Edwardian	Ward – Parkfield and Oxbridge
72 Yarm Road, Stockton On Tees, TS18 3PQ	
http://www.cqc.org.uk/location/1-279562500	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Ashwood Lodge Care Home	Ward – Billingham South
Bedale Avenue, Billingham, Cleveland, TS23 1AW	
http://www.cqc.org.uk/location/1-136308194	
Overall	Requires Improvement
Safe	Good
Effective	Good
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement

Park House Rest Home	Ward – Parkfield and Oxbridge
2 Richmond Road, Stockton On Tees, TS18 4DS	
http://www.cqc.org.uk/location/1-117529575	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Creative Support - Middlesbrough, Stockton & Redcar Services	Ward – Parkfield and Oxbridge (Location of registered office)
2 Innovation Court, Yarm Road, Stockton On Tees, TS18 3DA	
http://www.cqc.org.uk/location/1-133366635	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Newland House	Ward – Norton South
304-308 Norton Road, Stockton On Tees, TS20 2PU	
http://www.cqc.org.uk/location/1-111221395	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Wellburn House	Ward – Fairfield
Wellburn Road, Fairfield, Stockton-on-Tees, TS19 7PP	
http://www.cqc.org.uk/location/1-327616973	
Overall	Requires Improvement
Safe	Requires Improvement
This was a focussed inspection in November following up on a specific issue. The ratings from last July's full inspection can be found via the link.	

Avalon Teesside Services	Ward – Parkfield and Oxbridge (Location of Office)
Lysander House, Falcon Court, Preston Farm Business Park, Stockton On Tees, TS18 3TX	
http://www.cqc.org.uk/location/1-147108206	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Teesside Domiciliary Care Office (CIC)	Ward – Billingham East (Location of Office)
Room 4001, DBH Belasis Business Centre, Belasis Technology Park, Coxwold Way, Billingham, TS23 4EA	
http://www.cqc.org.uk/location/1-2155269548	
Overall	Requires Improvement
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Good
Well - led	Good

Hadrian Park	Ward – Billingham East
Marsh House Avenue, Billingham, TS23 3DF	
http://www.cqc.org.uk/location/1-319264588	
Overall	Requires Improvement
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Requires Improvement
Well - led	Requires Improvement

367 Thornaby Road	Ward – Village
Thornaby, Stockton On Tees, TS17 8QW	
http://www.cqc.org.uk/location/RX3LD	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Comfort Call - Meadowfield House	Ward – Mandale and Victoria
Meadowfield House, 103 Thorntree Road, Stockton On Tees, TS17 8LL	
http://www.cqc.org.uk/location/1-2054363874	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Ashbourne Lodge	Ward – Billingham South
The Green, Billingham, Cleveland, TS23 1EW	
http://www.cqc.org.uk/location/1-2314017377	
Overall	Requires Improvement
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Requires Improvement
Responsive	Requires Improvement
Well - led	Inadequate

Cherry Tree Care Centre	Ward – Norton South
South Road, Norton, Stockton On Tees, TS20 2TB	
http://www.cqc.org.uk/location/1-126308846	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Elton Hall Care Home	Ward – Western Parishes
Elton Village, Stockton On Tees, TS21 1AG	
http://www.cqc.org.uk/location/1-543983962	
Overall	Requires Improvement
Safe	Requires Improvement
Effective	Requires Improvement
Caring	Good
Responsive	Good
Well - led	Good

South View - Briardene Unit	Ward – Billingham South
West Avenue, Billingham, TS23 1DA	
http://www.cqc.org.uk/location/1-125861962	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Stockton Continuing Home Care Service (SBC In-house Reablement Service)	Ward – Hardwick and Salters Lane (office location)
Tithebarn House, High Newham Court, Hardwick, Stockton-on-Tees, TS19 8RH	
http://www.cqc.org.uk/location/1-2470852998	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Willow View Care Home	Ward – Norton South
1 Norton Court, Norton Road, Stockton On Tees, TS20 2BL	
http://www.cqc.org.uk/location/1-2017529554	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Prioritising People's Lives Ltd	Ward – Newtown (location of registered office)
Suite 24, Durham Tees Valley Business Park, Stockton, TS19 0GA	
http://www.cqc.org.uk/location/1-2070801178	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Primary Medical Services

Melrose Medical Centre	Ward – Billingham Central
38 Melrose Avenue, Billingham, TS23 2JW	
http://www.cqc.org.uk/location/1-497733347	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Norton Medical Centre	Ward – Norton North
Billingham Road, Norton, Stockton On Tees, TS20 2UZ	
http://www.cqc.org.uk/location/1-552779884	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Yarm Medical Practice	Ward – Yarm
1 Worsall Road, Yarm, TS15 9DD	
http://www.cqc.org.uk/location/1-541990737	
Overall	Outstanding *
Safe	Good
Effective	Outstanding
Caring	Good
Responsive	Good
Well - led	Outstanding ⁸

Woodlands Family Medical Centre	Ward – Stockton Town Centre
106 Yarm Lane, Stockton On Tees, TS18 1YE	
http://www.cqc.org.uk/location/1-586322637	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Riverside Medical Practice	Ward – Stockton Town Centre Ward
Alma Street, Stockton On Tees, Cleveland, TS18 2AP	
http://www.cqc.org.uk/location/1-540979543	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Queens Park Medical Centre	Ward – Stockton Town Centre
Farrer Street, Stockton On Tees, TS18 2AW	
http://www.cqc.org.uk/location/1-540740218	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Outstanding
Well - led	Good

Marsh House Medical Centre	Ward – Billingham Central
Abbey Health Centre, Finchale Avenue, Billingham, TS23 2DG	
http://www.cqc.org.uk/location/1-543965910	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

Kingsway Medical Centre	Ward – Billingham Central
Kingsway, Billingham, Cleveland, TS23 2LS	
http://www.cqc.org.uk/location/1-540787726	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Outstanding
Well - led	Good

Hospital and Community Health Services (including mental health care)

North Tees and Hartlepool NHS Foundation Trust	Ward – Hardwick for North Tees hospital. Community services provided across the Borough
University Hospital of North Tees, Hardwick Road, Stockton-on-Tees, TS19 8PE University Hospital of Hartlepool, Hartlepool, TS24 9AH	
http://www.cqc.org.uk/provider/RVW	
Overall	Requires Improvement
Safe	Good
Effective	Requires Improvement
Caring	Good
Responsive	Good
Well - led	Requires Improvement

The Billingham Grange Independent Hospital	Ward – Billingham North
High Grange Avenue, Billingham, Stockton On Tees, Cleveland, TS23 3TY	
http://www.cqc.org.uk/location/1-125863239	
Overall	Good
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good

South View Independent Hospital	Ward – Billingham South
West Avenue, Billingham, Cleveland, TS23 1DA	
http://www.cqc.org.uk/location/1-125861991	
Overall	Requires Improvement
Safe	Requires Improvement
Effective	Good
Caring	Good
Responsive	Requires Improvement
Well - led	Good

Butterwick Hospice	Ward – Hardwick and Salters Lane
Middlefield Road, Hardwick, Stockton On Tees, TS19 8XN	
http://www.cqc.org.uk/location/1-113000508	
Overall	Good
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well - led	Good