

Report for: Portsmouth Health Overview & Scrutiny Panel (HOSP).

Date: 12 March 2020

Prepared by: Kay Puddle Inspection Manager ASC Portsmouth and the Isle of Wight.

Subject: HOSP have requested a representative from the CQC attend the next meeting in response to this [article](#) in last Friday's (3 January 2020) local paper which says that according to the CQC's annual State of Care report Portsmouth is the poorest quality area for care homes.

CQC Attendees: Rebecca Bushell-Bauers, Head of Inspection, ASC South Central area and Kay Puddle.

Background

The headline: "Inadequate'-rated Kinross care home in Portsmouth fined £1,200 after not reporting sexual abuse claims properly"

The State of Care reference: The warning came after the city was ranked the worst area for care homes in the watchdog's annual State of Care report in 2019.

The above article was released in the press raising questions which we hope the following will clarify.

- The article has been written using two separate previous articles which are not linked. Many of the points made are accurate in isolation but in the context, they have been used, paint an inaccurate and misleading picture. This misleading reporting has been addressed directly with the editor by the CQC regional communications manager, following which some amendments were made to the article.
- The article was prompted by the publishing of the supplementary report on Kinross (residential service in Portsmouth). This is where the service specific information was sourced.
- The supplementary report detailed the enforcement action that had been taken at the previous inspection (6 and 10th June 2019). CQC are not able to publish information about enforcement action taken until any representations have been made, considered and resolved, hence there is a period of time between the publishing of the inspections findings and the regulatory action taken.
- The action taken was that in response to being judged inadequate the service was placed into special measures. To support the service to improve and to allow us close monitoring of the progress being made, positive conditions were placed on the registration of the location. The service had also failed to notify CQC of certain incidents. This was dealt with by way of a fixed penalty notice and has been paid.
- The two enforcement actions taken are separate and distinct and although were actions taken following the same inspection they are not interdependent.
- To be clear the service was not fined for an inadequate rating as was suggested by the original article.

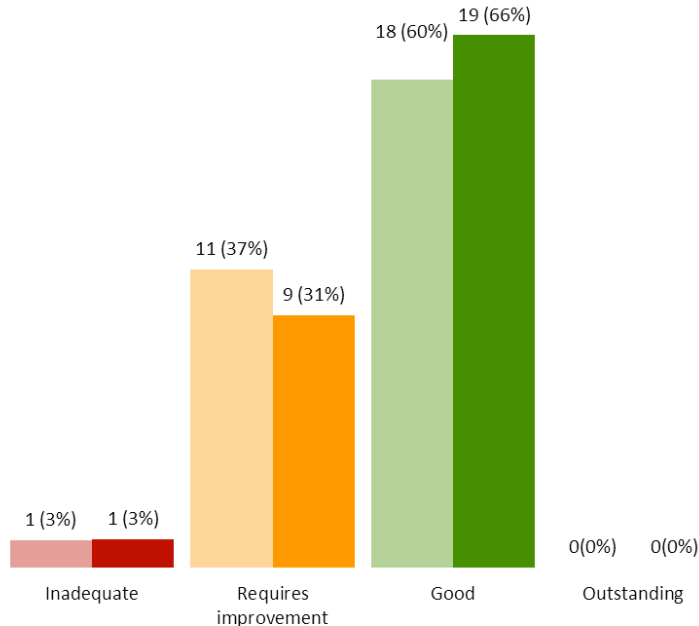
- The more general information about the performance of Portsmouth as an area for residential care was sourced from a previous article reporting on the State of Care report which used data from July 2019.
- To link the current picture and individual performance of a particular service to historical data does not give a current, accurate data and can be misleading.
- The following slides give a current representation of the ratings data within the service for Portsmouth, a comparison is made to data from August so the change and improvement in profile is clear.

Data Comparison

Based on the 31 July 2019 ratings data that went into State of Care, Portsmouth had the lowest percentage of residential homes rated good or outstanding (60%, compared with 85% across England). However, the monthly report for ADASS at LA level (2 January 2020 report) shows some improvement since then, as the figure is now 66%, which is slightly higher than Walsall (62%) and Ealing (65%).

Residential Homes - Overview

**Residential homes overall ratings comparison
August 2019 & January 2020**



Source: CQC ratings at Aug 2019 and January 2020. Numbers on top of vertical columns are number of locations rated. The lighter bars show the August 2019 ratings whilst the darker show the more recent January 2020 ratings.

The percentage of residential homes rated good has increased by 6% points between August 2019 and January 2020, whilst those rated Requires Improvement have decreased by 6% points. The proportion of homes rated inadequate has remained the same

Residential Homes – Rating detail

As of 27 January 2020, there were 29 active residential homes in Portsmouth. None of these 29 locations have ever been rated Outstanding.

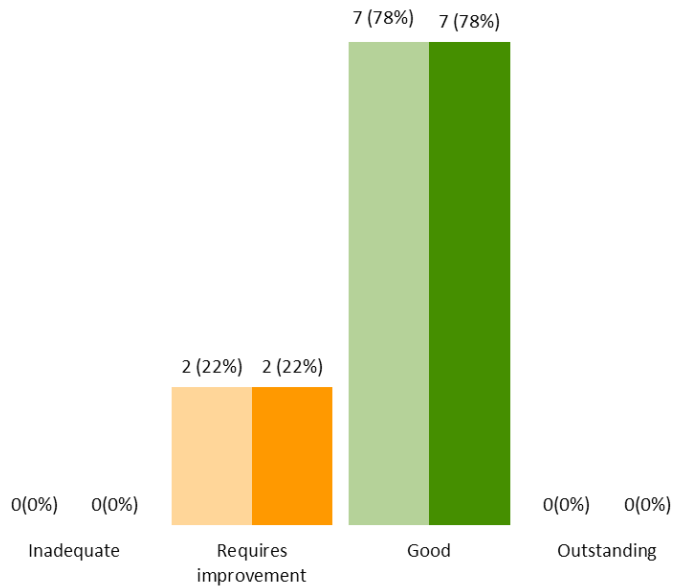
Org Primary Cat. Code	Org ID	Org Name	Parent Org Name	Rating No.							
				1st	2nd	3rd	4th	5th	6th	7th	
S1	1-109600055	Seaview Residential Home Limited	Seaview Residential Home Limited	G	RI	G					
S1	1-111342515	East Cosham House	East Cosham House	RI	G	RI					
S1	1-112283315	Auckland House	Auckland Care Limited	RI	G	RI					
S1	1-115928063	Alexandra Rose Residential Care Home	Riva Limited	G	G						
S1	1-117032456	Beaconsfield Residential Care Home	Beaconsfield Care Limited	RI	IA	RI					
S1	1-119188177	Royal Mencap Society - 145 Kingsley Road	Royal Mencap Society	G	G						
S1	1-122209668	Autumn Vale Rest Home	Lutchmy Care Services Limited	RI	RI	G					
S1	1-122592588	Elizabeth House Care Home Adults	Mr M Khoyratty and Mrs M Khoyratty	RI	G						
S1	1-122824326	Shearwater	Portsmouth City Council	RI	RI	IA	RI	G			
S1	1-122824355	Russets	Portsmouth City Council	RI	RI	RI					
S1	1-124376572	Oakland Grange	Crescent Care Limited	IA	RI	RI	G				
S1	1-125920378	Alton Manor Care Home - Portsmouth	Alton Manor Limited	G	RI						
S1	1-129164803	Festing Grove	Community Integrated Care	G	G						
S1	1-130259770	The Haven Rest Home	Mrs S M Spencer	RI	RI	IA	IA	RI			
S1	1-131452000	Braemar Care Home	Braemar RCH Limited	G	RI						
S1	1-133358587	St Vincent House - Southsea	St. Vincent Care Homes Limited	G							
S1	1-140662642	The You Trust - 34-36 Shaftesbury Road	The You Trust	G	RI	G					
S1	1-141891942	Meadow House Residential Home	Mr Suresh Kumar Sudera	RI	RI	RI	G				
S1	1-1453829454	Bluewater Nursing Home	Bluewater Care Homes Limited	IA	IA	RI	RI	IA	RI	RI	
S1	1-2022912301	The Victory Re-ablement Unit	Portsmouth City Council	G	G						
S1	1-2648262245	Hartford Court	Hartford Care (4) Limited	RI	G						
S1	1-2845673576	Albert Lodge	Community Homes of Intensive Care and Education Limited	G							
S1	1-2849061770	Victoria Lodge	Community Homes of Intensive Care and Education Limited	G							
S1	1-2961724143	74 Central Road	Affinity Trust	G							
S1	1-2962439594	19 Chilgrove Road	Affinity Trust	G							
S1	1-3161543698	Downham Lodge	Community Homes of Intensive Care and Education Limited	G							
S1	1-3887953065	Ormsby Lodge	The Ormsby Group Limited	RI	RI						
S1	1-4858573384	Kinross	Bethesda Healthcare Ltd	IA	IA						
S1	1-946123205	Clarendon Care Home	Mr Garry Michael Small	RI	RI	G					

Source: CQC ratings data, extracted 28 January 2020. Please note the '1st' rating is the original rating

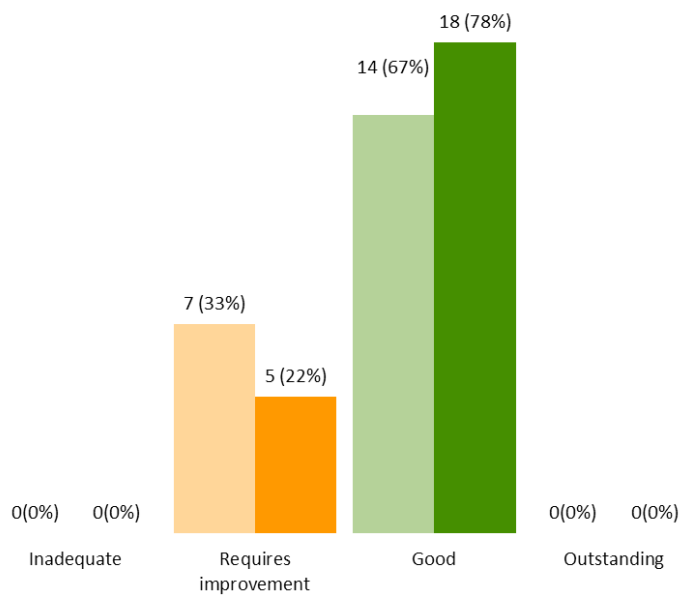
- Six of these are rated good and have not been re-inspected.
- Of the 23 locations that have been re-inspected, 13 have kept the same rating, two have deteriorated and eight have improved.
- Only one of the three locations originally rated as Inadequate has remained Inadequate.
- There were 12 locations originally rated as Requires Improvement. Six of these have remained Requires improvement and six have been re-rated as Good.
- Of the eight locations originally rated Good, two are now Requires improvement and six have remained as Good.

Comparison to Nursing Homes and Care at Home services

Nursing homes overall ratings comparison August 2019 & January 2020



Domiciliary care agencies overall ratings comparison August 2019 & January 2020



Source: CQC ratings at Aug 2019 and January 2020. Numbers on top of vertical columns are number of locations rated. The lighter bars show the

August 2019 ratings whilst the darker show the more recent January 2020 ratings.

CQC Action

- Inspect and monitor program in response to risk and to ratings remains in place. Where necessary enforcement action is taken to support improvement, or to remove a provider from the market.

In addition to inspect and monitor, the following actions are taken with the aim of responsible, accurate and appropriate information sharing and supporting improvement.

- Relationship building – CQC attends regular meetings with Portsmouth City Council Adult Services to discuss the performance and concerns of their own 'in house' services as well as others within the geographical area with whom they commission.
- CQC shares information with the joint PCC and CCG Quality improvement team, the CCG Care Home Improvement team and Safeguarding team with the aim of identifying concerns at the earliest opportunity and ensuring that the most appropriate support is offered to the services.
- 'Repeat Requires Improvement' methodology is followed. Where a service receives repeated poor ratings, the methodology directs us to take proportionate action to encourage prompt improvement. This includes meeting with the provider and monitoring the service closely through use of regulation 17 (3) of the Health and Social Care Act 2008 (regulated activities) regulations 2014. This requires the provider to give us information, when we ask them to do so, about how they plan to improve the quality and safety of the services and the experience of people using services.
- CQC attends, when invited to registered manager and provider forums to improve understanding of inspections and improve the relationship generally between the provider and the regulator.