

Response to request for CQC overview for HOSC Suffolk Meeting April 2016

This information is correct for Adult Social Care (ASC) registered services up to and including 18 March 2016.

Ratings programme in Suffolk (ASC)

There are 346 services which would provide adult social care provision within the county of Suffolk of which 64 are care homes which provide nursing care and 134 are care homes which provide residential care. The remaining services provide domiciliary care/supported living or hospice care. We have rated and published 200 of these services and have comprehensive ratings inspections planned at the remainder.

68% of the Adult Social Care Services in the area have been rated as 'Good' which is above the national average of 63%. The 'Good' services cover all of the types of services that CQC regulates, with 43% of Nursing Homes that we have rated so far in the area being considered 'Good'.

Of care homes that do not provide nursing care, we have found 70% of these service to be rated as good, 22% have been rated as requires improvement, 7% inadequate and 1% have been rated as outstanding.

Of care homes providing nursing care 43% have been rated as good. 45% have been rated as requires improvement and 12% have been rated as inadequate.

This shows that in Suffolk the care homes providing nursing provision are rated overall significantly lower than the national average rating for services of this type.

Overall in Suffolk there are 3483 beds within care homes registered to provide nursing care and 3610 beds within residential care homes. Over the past 12 months there have been no closures of care homes that provide nursing care and an overall increase of 415 beds with the registration of 7 new homes providing nursing care. There has been an overall reduction in the number of available residential beds by 292 over the last 12 months with the closure of 10 care homes within the last 12 months.

Services which have closed in Suffolk

There have been 14 services which have closed in Suffolk since the start of the ratings inspection programme in October 2014. Only 2 of these, **Kent Lodge** in Ipswich and **Highdene** in Lowestoft, have been as the result of enforcement action taken by CQC. In both of these cases CQC did everything we could to support the providers to improve over a number of months prior to taking the final decision to issue a notice of proposal to cancel the provider and remove the locations. **Kent Lodge** Challenged this decision at the independent First Tier Tribunal. The Tribunal agreed that the decision taken to close this service was appropriate, proportionate and fair considering the significant and sustained failings on behalf of this provider to keep people safe and provide adequate care. Action was also taken to cancel the location of **The Dell**, in Beccles. In this case the Tribunal agreed CQC had taken the right action given the failures within the service but felt the provider demonstrated an ability to make the needed improvements by December 2015. In January 2016 this service was found to have significantly improved. This service will be monitored closely to ensure the

improvements made are embedded and sustained. This also demonstrates the level of enforcement action sometimes needed to gain improvements for people using a service. The decision to cancel any service is one CQC takes very seriously and only as a last resort, giving the provider a clear outcome should improvements not be made.

Enforcement action in progress

There are three further services in Suffolk, **Leiston Old Abbey**, **Beechlawn** and **Monmouth Court** where we have taken enforcement action to restrict admissions following inspections which identified significantly high concerns and examples of poor quality care. All three services were found to be failing to provide care which kept people safe from harm and considered to be sufficient evidence of failings to take such action to protect people using these services with immediate effect.

Conclusions and summary

This analysis has confirmed that there are a number of services in Suffolk that provide nursing care that are failing and that this is significantly higher than the national average. The impact as such means that there are fewer nursing beds available within the county which poses its own issues. There are many reasons for this including, social and economic – for example there is a recognised national shortage of nursing and care staff for adult care services. CQC is aware that care providers have reported difficulties in recruiting nursing staff, however contrary to this a number of the small providers, particularly those rated as ‘good’ have no difficulties in recruiting and retaining nursing staff.

Please see also attachments containing data

- Latest area profile for Suffolk including background data