



Although a formal committee of the city council, the Health & Wellbeing Board has a remit which includes matters relating to the Clinical Commissioning Group (CCG), the Local Safeguarding Board for Children and Adults as well as Healthwatch. Papers come from a variety of sources. The format for Health & Wellbeing Board papers is consequently different from papers submitted to the city council for exclusive city council business.

1. Bon Accord Nursing Home

- 1.1. The contents of this paper can be shared with the general public.
- 1.2 This paper is for the Health & Wellbeing Board meeting on the 11 July 2017.
- 1.3 Author of the Paper and contact details
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2. Summary

- 2.1 This paper provides an update on the position with Bon Accord Nursing following the recently published Care Quality Commission (CQC) inspection report.

3. Decisions, recommendations and any options

- 3.1 This report is for information only.

4. Background

- 4.1 Bon Accord Nursing Home (The home) is owned by Four Seasons (No9) Limited, which is part of a large, privately owned, national provider called Four Seasons.
- 4.2 The Home is a nursing home providing accommodation for people who are living with dementia and who require support with their nursing and

personal care needs. The home is registered to accommodate a maximum of 41 people, but several of these rooms have been converted into offices. The Current status is 36 beds.

- 4.3 As of the 15 June 2017 the Council are funding 15 residents, 8 are fully funded by The Council and 7 are paid the funded nursing care (FNC) only by The Council.

Quality Assurance Roles and Responsibilities

- 4.4 The Care Quality Commission (CQC) is the independent regulator of health and social care in England. The CQC make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve. The CQC monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and then publish what they find, including performance ratings to help people choose care.
- 4.5 The CQC make sure services meet fundamental standards, that people have a right to expect whenever they receive care. They also ensure services register care services and meet care standards, by monitoring, inspecting and regulating services and providing comprehensive reports for the public to make informed decisions about care services.
- 4.6 The Council and Clinical Commissioning Group (CCG), work in partnership with the CQC to gather intelligence to prioritise intervention following any significant concerns about services provided to vulnerable adults living in the City.
- 4.7 Significant concerns may arise from CQC inspections resulting in 'requires improvement' or 'inadequate' for the following key areas
- Are services safe
 - Are Services well-led
 - Are Services caring
 - Are Services responsive and effective
- 4.8 There is a joint emphasis to support providers to improve by offering support and advice through the quality assurance role. This could include clinical advice and improvement to support Care Homes e.g. links to various services 'SALT' (speech and language team), falls prevention, end of life care, support regarding medication issues, bespoke training for autism awareness etc.
- 4.9 Following information gathered from a variety of sources including any safeguarding concerns, complaints, intelligence gathering from the CCG's Continuing Health Care Team (CHC) commissioning packages of care and CQC inspections outcomes etc. a joint or individual quality assurance visit would take place (The Council's or/and CCG staff).

These visits would be either planned or unplanned balancing the risks and how responsive these need to be met.

- 4.10 Quality assurance visits may in turn feed into the intelligence to bring forward or put back regulated inspections to be carried out by CQC, and vice a versa, CQC outcomes may bring forward more focussed visits for The Council and/or CCG to carry out.

Service Improvement Panel (SIP)

- 4.11 Both the Council and CCG work closely together to risk rate quality of all services. The Council uses a red, amber, green system. SIP meetings are held monthly to discuss services of high concern and may result in a professionals meeting taking place. This meeting would include various health and social care professionals, and the 'registered' provider manager and other key staff to devise supportive action plans to make improvements to services in a reasonable time frame.
- 4.12 Training may be a key area in supporting some areas of improvement and this would be factored into the action plans, working closely with workforce development. CCG staff are working with partner agencies on developing the Care Certificate for unregistered care staff, to enable staff to recognise when they need to refer clients and seek advice and support from more specialist community services when needed e.g. specialist respiratory nurses, wound care services etc. to enable ongoing support to individuals in a home or other community setting.
- 4.13 On rare occasions services may need to be suspended (during suspension services are not permitted to take any further residents, provide home care packages etc. if they are suspended) due to extremely high risks/concerns e.g. an overall 'inadequate' CQC rating or complex significant safeguarding issues resulting in staff suspensions, police investigations etc. Extra support is given to enable suspensions to be lifted as swiftly and safely as possible. Without this joined up offer of support, advice and guidance services could potentially leave the market.

Nursing Home Professional Forum

- 4.14 The CCG facilitates (chairs) quarterly Professionals Forum to discuss issues of concern amongst nursing homes within the City. The group is made up of professionals as follows to support nursing homes:
- Continuing Health Care
 - Speech & Language Therapist
 - Dementia Nurse Specialist Dementia in-reach team (CHIRT)
 - End of Life care
 - Clinical Specialist palliative Care
 - Community Nurses and therapy support

- Tissue Viability
- The Council's Quality Monitoring representatives

Also guest representatives including Oral Health Care, Dieticians providing nutritional support etc.

Healthwatch and Impetus volunteer visits

- 4.15 Healthwatch Brighton & Hove CIC is a registered Community Interest Company. The role of Healthwatch CIC is a health and social care watch dog run by and for local people. It is independent of the NHS and The Council. Some volunteers work across both Healthwatch and Impetus (voluntary organisation).
- 4.16 Each month Impetus and Healthwatch have volunteers (lay assessors) that visit a selection of Home Care Providers and care Homes. Healthwatch undertake 'enter and view' visits to selected care Homes identified by The Council's Quality Team. The purpose of these visits is to gain a 'service user' perspective on the services provided.
- 4.17 Both The Council and CCG meet on a regular basis with Healthwatch to inform the programme of work 'enter and view' visits.
- 4.18 Impetus visit a number of 'service users' each month in receipt of Home care packages. Outcomes of these reports are shared with the relevant provider and The Council's Quality Team.

Bon Accord Nursing Timeline of Events

- 4.19 The CQC inspected Bon Accord on 14 & 15 April 2015 (report published 11 June 2015). Bon Accord were overall 'Good' in all 5 areas Safe, Effective, Well-led, Responsive & Caring.
- 4.20 The Previous manager left in Feb/March 2016. The new manager started in March 2016 (please note they were previously the deputy manager at Bon Accord).
- 4.21 Staff working for Sussex Partnership Foundation Trust (SPFT) started to report issues to the Service Improvement Panel (SIP) June 2016, at which point Bon Accord were included to the risk table as an Amber rating. Between the period 31 May 2016 to 6 October 2016 CCG Quality Assurance colleagues carried out three separate assurance visits to Bon Accord. The second visit was a full medication audit following a safe-guarding dated 05 July 2016; a number of recommendations were made. During these visits it became apparent that the newly appointed Clinical lead had left so Bon Accord were short on clinical staff. There was however positive feedback from the Dementia in-Reach Team CHIRT and End of Life professional on the day of visit. A further follow up visit took place on the 4 October 2016 with a further 4 actions and 20 recommendations made.

- 4.22 Health & Adult Social Care carried out a joint 'meet and greet' with SPFT to meet the new manager on 16 August 2016. During this initial meeting some concerns were raised re lack of supervisions and training recorded highlighted by the new manager.
- 4.23 A focussed quality monitoring audit also took place on the 25 November 2016 focussing on the process for renewing Deprivation of Liberty (DoLS). The outcome of this was a new electronic tracker being put into place to ensure these were carried out in a timely manner.
- 4.24 Due to a steady state of concerns being raised Bon Accord moved to Red on the Service Improvement Panel December 2016.

Safeguarding Concerns

- 4.25 There have been 15 Safeguarding issues raised since January 2017 (of these 3 are historic and 2 have happened since May 2017).
- 4.26 The CQC inspection took place on 6, 7 and 15 February 2017. The inspection was brought forward due to information of concern that CQC had received from relatives, the local authority and the Clinical Commissioning group (CCG) due to information of concern. The first and third days of inspection were unannounced which meant that the provider, registered manager and staff were not expecting the CQC. On the second day of inspection the registered manager resigned with immediate effect.

Multidisciplinary Team Meeting (MDT):

- 4.27 Due to the high levels of safeguarding's raised over a relatively short period of time (January to February 2017) and initial feedback from CQC colleagues, Sussex Partnership Foundation Trust called an urgent multidisciplinary team meeting 3 March 2017 to discuss these issues and moving forward to support the home. Representatives included the CQC inspector, Commissioners, CCG & The Council's Quality Monitoring leads and other key health Professionals. A key outcome from the MDT was to suspend Bon Accord immediately due to the high level of safeguarding issues. The suspension ensures no further placements can be made to the home until the suspension has been lifted.
- 4.28 A comprehensive action plan was identified which included reviews of the current Continuing Health Care and non CHC residents, informing other Local Authorities funding placements, providing medication management support, led by CCG colleagues, (meeting held 10 February 2017), Dementia in-reach support (CHIRT), and regular quality monitoring assurance visits by both CCG and The Council.

Local Authority Quality Monitoring Assurance visits:

- 4.29 To date a further three joint visits have been made, 29 March 2017, 13 April 2017, 18 May 2017 with a further visit arranged 20 June 2017. These visits have included an unannounced full focussed visit, a planned focus visit to check against progress, and a shorter follow-up visit. It has been recognised that Bon Accord has made some progress against actions and recommendations identified however this has been slow in places and not of a consistent level.
- 4.30 The CQC published their report 22 May 2017, stating Bon Accord had an overall inspection rating of 'Inadequate' in all five key areas: Safe, Effective, Well-led, Responsive & Caring. Local press interest pursued with joint press statements being released by BHHC & CCG.
- 4.31 Meeting with Bon Accord Senior Management: A meeting was convened on the 23rd June, led by the Head of Adult Social Care Commissioning. This meeting sought assurances from the both Bon Accord and Four seasons senior management to ensure the delivery of good quality care for the residents currently living at Bon Accord in relation to the recent inspection report and ongoing support to deliver the associated action plan. This meeting also sought assurance re the future for Bon Accord within the city. The senior management of Four Seasons confirmed that Bon Accord is not on their list of homes for intended closure and confirmed that there will be capital investment in the property. The Council is assured that Bon Accord have now put in place the necessary measures to take forward the delivery of the action plan and will continue to support as necessary.

Ongoing Support

- 4.32 The local authority and clinical commissioning group (CCG) quality monitoring teams are making focussed visits approximately every three weeks, these visits are to make checks against the Care Quality Commission (CQC) action plans following their original inspection back in February 2017. These visits will continue until it is deemed they are no longer required.
- 4.33 Sussex Partnership Foundation Trust (SPFT) dementia in-reach team (CHIRT) are visiting on a regular basis to provide specialist dementia support, along with health colleagues supporting pharmacy and medication issues with separate meetings being held. Prior to the Overall inadequate rating residents were under nine different G.P practices, this has now reduced to using four practices, this in itself should drastically reduce some of the medication issues that were happening due to the high level of practices and medication ordering for each practice.

4.34 Social workers have reviewed individuals to ensure there are no immediate safety risks, and lead enquiry officers (LEO's) have/are investigated any safeguarding issues that have been raised over the past six months.

Summary Timeline of Events

Significant Event	Date	Comments
Medication Meeting	10 Feb 2016	Due to medication issues Medication meeting chaired by CCG including pharmacist consultants
Follow up Medication Meeting	25 May 2016	Medication meeting chaired by CCG including pharmacist consultants
Sussex Partnership Foundation Trust (SPFT) started to report issues to the Service Improvement Panel (SIP)	June 2016	
Full Medication Audit	05 July 2016	CCG lead
Focussed visit Medication CCG	13 July 2016	(Boots unable to attend) part day
Joint 'meet & greet' visit	16 August 2016	Health & Adult Social Care carried out a joint 'meet and greet' with SPFT to meet the new manager. Concerns were raised re lack of supervisions and training recorded highlighted by the new manager.
Full day quality assurance visit	06 October 2016	CCG full day assurance visit
Focussed quality monitoring audit	25 November 2016	A focussed quality monitoring audit took place focussing on the process for renewing Deprivation of Liberty (DoLS). The outcome: a new electronic tracker being put into place to ensure these were carried out in a timely manner.
Moved to RED on SIP	December 2016	Due to a steady state of concerns being raised Bon Accord moved to Red on the Service Improvement Panel December 2017.
Safeguarding issues	Jan 2017	Safeguarding issues since January 2017: There have been 15 Safeguarding issues raised since January 2017 (of these 3 are historic and 2 have happened since May 2017).

CQC Inspection	6,7,15 February 2017	CQC inspection held over three days, On the second day of inspection the registered manager resigned with immediate effect.
Suspension	03 March 2017	BHCC suspended due to high level of safeguarding concerns
Joint Focussed visit to follow up on action plan update (CCG and BHCC)	29 March 2017	Joint visit by CCG and BHCC quality Monitoring leads for Nursing Homes
Joint Focussed visit to follow up on action plan update (CCG and BHCC)	13 April 2017	Joint visit by CCG and BHCC quality Monitoring leads for Nursing Homes
Joint Focussed visit to follow up on action plan update (CCG and BHCC)	18 May 2017	Joint visit by CCG and BHCC quality Monitoring leads for Nursing Homes
CQC inspection report overall Inadequate in all five domains	22 May 2017	CQC published their report (public domain)
CQC re-inspection	06&07 June 2017	CQC re-inspection over 2 days
Focussed visit to follow up on KLOE Safe – IRXs pharmacy invited	20 June 2017	Joint visit by CCG and BHCC quality Monitoring leads for Nursing Homes

5. Important considerations and implications

Legal:

- 5.1 This report is for information only so that there are no legal implications arising in respect of decision making by the Board. The Local Authority actions described in the body of this report in terms of ensuring individuals' safety and care needs are met and in working in partnership with other agencies comply with the requirements of the Care Act 2014.

Lawyer consulted: Sandra O'Brien Date: 21 June 2017

Finance:

- 5.2 There are no direct financial implications from the recommendations of this report. The average prices for residents at Bon Accord have been constantly higher than BHCC's set tariff for this type of care.

Finance Officer consulted: David Ellis Date: 21/6/17

6. Supporting documents and information

6.1 Not Applicable

