



Committee report

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| Committee | POLICY AND SCRUTINY COMMITTEE FOR ADULT SOCIAL CARE AND HEALTH |
| Date | 22 JANUARY 2018 |
| Title | FAIRVIEW HOUSE RESIDENTIAL CARE HOME, CLATTERFORD ROAD, NEWPORT, ISLE OF WIGHT – CARE QUALITY COMMISSION (CQC) INSPECTION |
| Report of | DIRECTOR OF ADULT SOCIAL CARE |

SUMMARY

At the request of the Chairman I have produced a briefing paper on the situation relating to Fairview House Residential Care Home which is owned and operated by Oakray Care (Fairview) Ltd. This covers :-

- Understanding what happened – an overview of the timeline and work with CQC
- How we tried our best to ensure that people were moved safely and with dignity – albeit within very exacting timescales
- An overview of the range of support that ASC provided to the home in order to safeguard residents
- Next steps

BACKGROUND

The timeline:-

- CQC inspected Fairview House on the 2, 6 and 30 November 2017 – this was an unannounced inspection and first since the new provider had taken over the home at the end of June 2017.
- CQC alerted us to concerns about the residents' wellbeing on the 3 November – and this resulted in us starting safeguarding processes.
- CQC also made referrals to the Council's environmental health officers – and this resulted in the home having its gas safety certificate withdrawn

- As a result of safeguarding investigations, week beginning 13 November, we allocate social workers to update all assessments of Fairview Residents
- At the end of the day on 30 November, CQC requested urgent telephone conference call with the Director of ASC the next day.
- 1 Dec - we had two lengthy telephone calls with CQC – which revolved around the need to move residents as matter of urgency AND to place ASC/other care staff in the home THAT NIGHT and up until all residents were moved to other providers.
- 1 Dec (late pm) – CQC impose s31 notice on provider (banning them from admitting any new residents, including residents returning from hospital)
- 1 Dec (late pm) – letter composed to relatives and 3 ASC staff hand delivered these on the evening of the 1st Dec and morning of 2 Dec. The letter explained that we needed to move residents – fast.
- 1, 2, 3, 4 and 5 Dec – experienced care staff, managers and social workers from ASC deployed to Fairview to work alongside the provider’s own staff.
- 1 December – we made approaches to all other residential care homes where there were no quality issues to indicate that we needed to make urgent placements for Fairview residents. Some visit residents that same day
- 1 December – agreement between ASC and hospital that if any residents were taken to hospital from Fairview House that they would be admitted and kept in hospital until another care home could be commissioned for them
- 3 December – DASC undertook unannounced visit to the home.
- 4 Dec – urgent meeting between NHS colleagues and ASC. Agreed that NHS Patient Transport service would move all of the residents (except where families preferred to do so)
- 4 December - meeting between Director and Mr and Mrs Sandeep (proprietors) to feedback my observations and analysis of what I had seen first hand the previous day and to confirm that we were moving all residents
- 4 December and 5 December – social workers complete risk assessments for all residents
- 4 December – (other) new providers attended Fairview and met with individuals
- 4 and 5 December - NHS Patient Transport service visit Fairview and undertake risk assessments for journey to new providers
- 4, 5 and 6 December – all residents move to new providers via NHS patient transport service, with as many of their belongings as can be identified
- 5 and 6 and 7 December – other belongings taken to new care homes
- 6 and 7 December - social workers visit residents in their new homes to check on how they have settled in
- 7 December – commissioners call all Registered Managers/proprietors to check if they have any concerns
- 8 December - all social work assessments delivered to new providers

The issues we faced :-

- Ensuring that we engaged families as much as we could – by letter and telephone calls
- People taking their possessions with them – we have been left with clothes, rings and money
- People being moved twice – some families have moved their loved one again, for reasons of proximity or friendship groups
- Concerns about the quality of care in new care homes

Next steps: -

- CQC report – published report will set out the full description of what they found
- We need to ask the Serious Adults Review sub committee of the Safeguarding Adults Board to commission a Serious Adults Review
- Undertake a review of all 21 people within 3 months – to check that their needs are being met by their new care home provider
- We have already undertaken joint ASC/CCG (unannounced) QA reviews of the company's 3 other homes on the IoW – meeting on 11 Jan to agree our collective response
- Work with CQC about any next steps they decide to take in relation to the provider.

[APPENDIX](#)

The Care Quality Commission inspection report was published on 8 January 2018 and is attached as an appendix to this report.

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