

**Cllr Bernice Vanier**

Cabinet Member for Adult Social Care and Culture



Date: 21 September 2017

Updated 20<sup>th</sup> September 2017

Dear Stakeholder

**Osborne Grove Consultation: Additional Information relating to Care Quality Commission Inspection**

We are writing to inform you that we have new information which affects the Osborne Grove Nursing Home Consultation. This new information relates to the outcome of the Care Quality Commission inspection of Osborne Grove on 26<sup>th</sup> and 27<sup>th</sup> July and which was published on 19<sup>th</sup> September 2017. The Council is amending its Consultation paper to include this new information and to give consultees more time to consider and respond to the Consultation proposal.

**Osborne Grove Nursing Home**

Osborne Grove Nursing Home provides accommodation, personal and nursing care for adults over 65 with complex health needs. The home has capacity for 32 beds across 4 units and there are currently 18 occupants

**What is being proposed?**

The Council is proposing to close Osborne Grove Nursing Home.

**Why?**

On 6 and 7 December 2016, a Care Quality Commission (CQC) inspection highlighted serious concerns around the care of residents in Osborne Grove. These included but were not limited to the areas of:

- Medicine management and administration
- Record keeping and documentation,
- The moving and handling of residents.

Four enforcement warning notices were issued against the Council for breaches of the legal requirements relating to the quality of care and support with compliance deadlines of 17 February

Leader and Cabinet Support Team  
River Park House  
225 High Road  
Wood Green  
London N22 8HQ

T 020 8489 8314  
E [bernice.vanier@haringey.gov.uk](mailto:bernice.vanier@haringey.gov.uk)

[www.haringey.gov.uk](http://www.haringey.gov.uk)

and 31 January 2017. The home was placed in special measures with a number of service improvement plans and interventions put in place to meet the expected standard of care. The Council developed a clear action plan to address the areas of concern highlighted within the stated timescales. A number of improvement measures were implemented and a joint improvement steering group assembled to closely examine progress and compliance.

Further CQC inspections on 22 and 30 March 2017 noted that despite the service improvement plans and interventions, the service had failed to meet compliance standards and progress has not been made at the pace that is expected. The enforcement warning notices had not been fully met and Osborne Grove remained placed in special measures. To view the CQC inspection report, please click [HERE](#)

Consequently, on Tuesday 20<sup>th</sup> June 2017 a decision was taken at Cabinet Member signing to undertake a period of consultation with Osborne Grove residents, their families and carers on the proposal to close the nursing home. The Cabinet report and decision is available [HERE](#). A letter explaining the reasons for the Council's proposal to close Osborne Grove was sent to consultees as well as a set of frequently asked questions and answers.

Throughout the consultation period, the Council has continued to press ahead with and monitor all the improvements that the CQC and the Council had identified.

On 26 and 27 July, the CQC conducted an unannounced inspection at Osborne Grove. The CQC found that significant improvements had been made since the last CQC inspection in March 2017. Osborne Grove had complied with the following three of the four warning notices served:

- Safe care and treatment
- Meeting nutritional and hydration needs
- Good governance

To access the report, please click [HERE](#). The Council is happy to see the improvements noted and is grateful to operational and corporate staff for their hard work.

However, residents in Osborne Grove have some of the highest needs for both health and personal care, and while the home is no longer in special measures, it is rated overall as 'requires improvement' and rated 'requires improvement' in three of five areas covered by the comprehensive inspection, namely safe, responsive and well-led.

The CQC rating for Osborne Grove falls below the commissioning standards that we the Council set ourselves. At present over 90% of nursing care in Haringey is commissioned externally and we only commission from organisations that are rated as "Good" or "Outstanding" by the CQC.

The progress on complying with the warning notices (first issued in December 2016 and again in March 2017) has been slow and not at the pace the Council would expect taking into account the significant interventions to achieve full compliance. Osborne Grove failed to comply with the two initial compliance deadlines set by the CQC. The latest CQC inspection report highlights that Osborne Grove is still not fully compliant with regards to person centred care due to the lack of activities on offer for residents and the lack of choice in having baths and showers. The pace of

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improvement, the significant resource required and its sustainability in the context of the national and local budgetary pressures in adult social care and health is a serious concern.

The staffing levels at Osborne Grove have not been reduced despite a reduction in occupancy of residents by almost 50%. There are a number of supernumerary frontline, managerial and corporate staffing resources supporting the service and their presence has contributed to a significant overspend in the service budget. The service budget position is highlighted in the Cabinet report of 12<sup>th</sup> September 2017 titled "[2017/18 Quarter 1 Finance Report](#)". The Cabinet paper reflects that (as reported at period 3), the measures required to secure the current service improvements have come at a cost – with the projected overspend in excess of £700,000. Two months on, the projected overspend is estimated to be closer to £1m. Within Haringey's current pressurised health and care system, the resources needed to bring and maintain Osborne Grove Nursing Home to the standard required and that residents deserve are unsustainable in the long run.

The Council acknowledges the need for quality nursing provision locally. However, whilst some improvements at Osborne Grove are being realised as evidenced in the recent CQC inspection report, with the level of resourcing and management oversight to achieve these, the concern remains that the pace and sustainability of these improvements going forward remain a considerable risk. The simple reality is that we need to have confidence that we can ensure the safety and wellbeing of all residents now and in the future.

In light of recent CQC inspection report, it has been agreed to extend the consultation period by one month until midday Sunday 12 November. This will ensure you have sufficient time to make an informed decision and have your say.

Throughout the consultation, please be assured that our priority is the well-being of the residents that use the home and to make sure that they and their carers and families are kept informed and supported.

### **What is the purpose of the consultation?**

We want to obtain the views of Osborne Grove residents, their carers/families and health and social care partners on the proposal to close the nursing home. For more information see our [Osborne Grove consultation FAQs \(PDF, 208KB\)](#). The consultation runs from Monday 17 July to Sunday 12 November 2017.

### **How can I take part?**

We are keen to encourage all responses to this consultation.

#### **Online**

There is an online version of the questionnaire: [Complete the questionnaire](#)

#### **Drop-in sessions**

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Drop-in sessions: will be held at Osborne Grove Nursing Home, 16 Upper Tollington Park, Finsbury Park, N4 3EL on:

- 7 - 8pm, Tuesday 19<sup>th</sup> September 2017
- 7 - 8pm, Wednesday 4<sup>th</sup> October 2017

Due to the extension, further dates will be announced.

**By post**

Please contact the office of Jeni Plummer on 020 8489 5071/5727 to request a paper copy. Your completed consultation document can be sent via FREEPOST to:

Jeni Plummer  
Head of Adults Safeguarding  
Haringey Council  
River Park House  
225 High Road,  
London  
N22 8HQ

If you would like to discuss the matter further, please contact

- Ilona Zeqiri - Registered Manager: 0207 272 0118
- Jeni Plummer - Head of Adults & Safeguarding: 020 8489 5727.

Please email questions to - [Osborne.Grove@haringey.gov.uk](mailto:Osborne.Grove@haringey.gov.uk)

Yours sincerely



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