

# Responses to questions from the Health and Social Care Scrutiny Commission regarding the closure of Queen's Oak Nursing and Annual Care Home Cabinet Report

## 1. Background

- 1.1. Members of the Health & Social Care Scrutiny Commission requested an 'informal briefing on Queens Oak nursing home closure' and 'broader information on Care Home quality and provision'.
- 1.2. The Health & Social Care Scrutiny Commission shared questions (in *italics*) to inform the requested briefing and the responses are set out below.

## 2. Queens Oak nursing home closure

- 2.1. *At what point did the Council learn of Excelcare's plans to close down Queen's Oak nursing home?*

The Council was notified of Excelcare's decision to close Queens Oak on 30 September 2022.

- 2.2. *In the 12 months prior to the home closing down, how many visits / inspections from any of the following external bodies took place at Queen's Oak: Council staff / CQC / Healthwatch / Age UK lay inspectors? Did any of the above bodies pick up that the home was struggling in any way in the 12 months prior to its closure?*

The CQC visited on 24 November 2020 with a rating of 'Good'. The last CQC inspection took place on 29 September 2022 with an overall rating of 'Requires Improvement'; and the same rating in two areas: 'Is the service safe?' and 'Is the service well-led?'

The CQC inspection took place due to 'concerns being raised over the management of medicines'. The CQC report was published on 23 November 2022, after the provider informed of their intention to close. The council was not informed of the inspection by CQC.

Lambeth Council held and managed a block contract with Queens Oak. Southwark Council placements were made on a spot-purchased basis, therefore our Contract Monitoring Officers did not conduct routine monitoring visits.

The Council has not been notified of Healthwatch exercising their right to 'Enter and View' at Queens Oak. The Lay Inspectors scheme has become a visiting service, however we have not been informed of any clients that were supported by the scheme in the home.

- 2.3. *How many residents were there at Queen's Oak at the time of its closure? How many were funded by Southwark Council and how many were self-funders? How many have now been moved to Camberwell Lodge? Have any residents moved to homes other than Camberwell Lodge?*

At the time of closure there were 69 residents at Queens Oak, funded as follows:

- 35 funded by Southwark Council
- 2 self-funders
- 32 funded by other authorities, who managed the transfers for their clients.

Of our 35 Southwark funded residents, 25 moved to Camberwell Lodge. The remaining 10 Southwark residents moved to the following accommodation:

- 2 moved to Tower Bridge Care Centre
- 2 moved to Anchor Waterside residential home
- 1 moved to Extra Care
- 5 moved to placements out of borough due to personal/family choice (4 N<sup>o</sup>) or lack of suitable step-down provision in-borough (1 N<sup>o</sup>)

Of the 2 self-funding residents, 1 chose to move to a care home in Lambeth, and Adults' Social Care supported the transfer of the other resident to The Elms in Southwark.

*2.4. The health and wellbeing of residents can sometimes improve as a result of moving to a different (better) home and receiving better care. However, there is much evidence that the opposite can also happen i.e. that care home residents, particularly those with dementia, can die as a result of being relocated. This can be due to the stress of the move, the confusion of new surroundings, or the fact that new carers do not know the residents well and do not pick up the signs of e.g. a resident having an infection etc. Will the Council be monitoring if any of the Queen's Oak residents die within e.g. an 8 week period of being moved?*

Welfare checks on residents were done by allocated Social Workers the day after individual moves (by phone). Allocated Social Workers were scheduled to conduct follow-ups with residents at 6 weeks and 3 months after closure. As part of follow ups, Social Workers will monitor any deaths, significant changes in needs, or increased interventions from community Mental Health teams.

### **3. Care Home Quality and Provision**

*3.1. Back in July 2020 there was a recommendation for an annual cabinet report on Care Homes and this was supported by cabinet, with the report stating this would follow after the completion of the Residential Care Charter. Could you also please provide the completed charter and annual report – or provide an update on this if still in development?*

A report was presented to Cabinet on 19 January 2021 as a response to the recommendations from the Health & Social Care Scrutiny Commission about Care Home Quality Assurance. The response related to recommendation 7 said 'The first annual report will follow the report related to the residential care charter.' The residential care charter was approved by Cabinet in February 2022 and the first report is scheduled to be presented to Cabinet in June 2023.