

**Health, Housing and Adult Social Care Policy
and Scrutiny Committee**

20 June 2017

Report of the Head of Commissioning, Adult Social Care

Residential, Nursing & Homecare Services – Quality Standards

Summary

1. Members of the Scrutiny Committee will recall the last report they received on 20 December 2016 detailing the performance by organisations providing a service in York against Care Quality Commission (CQC) standards. Members will also recall that there are robust processes in place to monitor the quality of services delivered by providers of Residential/Nursing Care and Homecare in York and are reminded that services are also regulated and monitored by the Care Quality Commission.
2. Members will note the improved performance from the report received in December 2016. At that period 30% of providers were listed as requires improvement and 3% inadequate. At the time of writing in June 2017, there were no providers rated as inadequate and the percentage requiring improvement had fallen to 26 % with 72.7% of settings rated as Good. Figures were slightly above National levels reported in the CQC State of Care report demonstrating a period of improvement since the last update received by Members in December 2016.
3. Well Led (Management and Leadership) continues to be a area of concern and the Council is working with it's partners through the Adult Social Care Workforce Strategy to address these issues and provide additional support to the sector. It is the only area where services in the City are below National indicators and Members should note the improved performance in other areas.
4. Members will also note that two Local Authority Services are rated as requiring improvement and whilst the provider received a good rating in some domains it is working with CQC on detailed action plans. Managers within Provider Services are also taking steps to ensure improvement.

One of the areas related to administration of medication; there are now Competency tests completed with all staff responsible for administering medication and a system has been implemented to ensure all permanent residents are receiving their medication through a monitored dosing system.

5. Another example related to how staff are deployed and a range of care practices were implemented; levels of support have been analysed against deployment of staff and improvements implemented taking into account layout of the homes. In addition Rotas are planned to ensure a appropriate mix of skills are present on each shift, and when using agency staff, regular staff allow for continuity and ensure a consistent approach is used when meeting the needs of the residents.
6. Members should also note that this is an improved position as three settings in the December report were rated as requires improvement.

Background

7. All Residential, Nursing and Home Care services are regulated by the CQC and, as the regulator, it carries out regular inspection visits and follow-up visits (announced/unannounced) where applicable. The frequency of CQC inspections will be dependant on the provider's rating and on intelligence received in between scheduled inspections. All reports are within the public domain and CQC have a range of enforcement options open to them should Quality and Standards fall below required expectations.
8. The Adults Commissioning Team work closely with CQC in the sharing of concerns and information relating to provision but the Council also adopts its own monitoring process (Quality Assessment Framework). The standards that it sets are high and providers are expected to achieve compliance in all aspects. Should performance fall below the level that is acceptable, a provider will be placed on enhanced monitoring or improvement plan. This can also lead to placements being suspended, often on a mutual basis, until quality and performance improves. The team on occasions will also undertake visits jointly with colleagues from the Vale of York Clinical Commissioning Group where it felt necessary or there are safeguarding concerns.
9. The Adult Commissioning team have a programme in place to undertake monitoring visits on an annual basis. These will be appropriate to the services provided and will consist of an Observation visit and /or a

Quality Assurance Visit and consultation with residents/customers. Reports are shared with the provider and with CQC colleagues to inform their programme of inspections.

10. In addition to the visits listed above, the Commissioning team have regular Business Meetings with Social Care Providers and take a proactive partnership approach to effective working with providers in order to both support and encourage good practice and to work with providers where practice is not as expected to prevent issues escalating. Members will also recall the consultation that is undertaken jointly in care settings between the Adults Commissioning Team and Healthwatch.
11. CQC ratings of Outstanding, Good, Requires Improvement, or Inadequate are given both as an overall rating as well as for each of the five key questions. The tables below compare the current overall CQC ratings of York services to National figures published by The Care Quality Commission. CQC have identified nationally that “good systems and management are important drivers that support caring staff to deliver better services”

Performance and Standards in York

12. The following tables provide an analysis of quality standards across care provision in York.

CQC Ratings (all settings) against National Levels

Overall Rating	Outstanding	Good	Requires Improvement	Inadequate
York	1.3%	72.7%	26.3%	0%
*National	1%	71%	26%	2%

*CQC State of Care report published 12 Oct 2016

For information purposes, detailed below is a comparison between York and national figures on compliance (rating of Good or Outstanding) within the different domains that CQC inspect against. Inspections undertaken in York show that Well Led is now the only area of concern identified by CQC colleagues and this would agree with findings of the commissioning team following visits and monitoring that they have undertaken. This links to the challenges in the recruitment of suitably experienced and qualified managers in the City.

The customer facing aspects of services are areas where York performs well on, with performance been higher in four domains compared to national figures.

Area	Safe	Effective	Caring	Responsive	Well led
York	70%	83%	96%	88%	64%
National *	67%	74%	92%	80%	71%

*CQC State of Care report published 12 Oct 2016

- Members will note that not all York providers have had an inspection rating published to date. Where providers have not yet been inspected, this is due to administrative changes within the service, for example a change of premises or change of trading name. This means that a new inspection has to take place so therefore only 95% of registered services in York have had an inspection to date - this report focuses on these services.
- Copies of all CQC reports can be found at www.cqc.org.uk

CQC Ratings (all settings) – York

Inspected to Date (x of 81)	77	95.1%
Outstanding	1	1.3%
Good	56	72.7%
Requires Improvement	20	26.0%
Inadequate	0	0.0%

Residential and Nursing Care Inspections - York

Care Homes		
Inspected to Date (x of 41)	40	97.6%
Outstanding	1	2.5%
Good	25	62.5%
Requires Improvement	14	35.0%
Inadequate	0	0.0%

Of the 41 homes in York, 40 have an inspection rating to date. The tables above detail the findings of these inspections and Members will note that 14 homes have been rated as requires improvement including two in house services.

Home Care Inspections - York

Home Care		
Inspected to Date (x of 40)	37	92.5%
Outstanding	0	0.0%
Good	31	83.8%
Requires Improvement	6	16.2%
Inadequate	0	0.0%

Of the 40 registered domiciliary care services providing homecare and supported living in York, 37 have been inspected to date. The above tables detail the findings of these inspections and Members will note that no services have been rated as inadequate although 6 have been rated as requiring improvement.

Summary

13. Alongside the above, Members may also wish to note the outcome of the latest draft Customer survey (Oct – March 2017) on Homecare undertaken by the Adults Commissioning Team. Out of a total of 215 customers or carers surveyed, 91 % stated that they were satisfied with the quality of the services they received.
14. Whilst some providers may be compliant within CQC inspections, there are instances where the pro-active monitoring and Quality Assessment Framework process adopted by the Council has identified some concerns that may lead to an improvement planning process being initiated or enhanced monitoring applied. Part of this process is often to adopt a mutually agreed suspension on new placements whilst issues are addressed.
15. Where providers are classed as ‘requires improvement’ for the Key Questions of Safe, and Well Led, this is largely due to staffing levels as providers continue to find recruitment and retention of suitable staff a challenge, both from a ‘front line’ and management perspective.

Implications

Financial

16. There are no financial implications associated with this report.

Equalities

17. There are no direct equality issues associated with this report

Other

18. There are no implications relating to Human Resources, Legal, Crime and Disorder, Information Technology or Property arising from this report.

Risk Management

19. There are at present no risks identified with issues within this report.

Recommendations

20. Members to note the performance and standards of provision across care service in York.

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Report ✓ **Date** 8 June 2017
Approved

Wards Affected:

All ✓

For further information please contact the author of the report