



Independent Care
Group

**The Impact of
the Francis Report
on the independent care
sector
2013**



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**Mike Padgham, Chair
Independent Care Group
(York and North Yorkshire)**



The Independent Care Group (York and North Yorkshire)

- **A voice for care providers in the region**
- **Acting to improve the social care sector**
- **Represents private and voluntary providers**
- **Care homes and domiciliary care**
- **Day care and extra care providers**
- **A strong voice working in partnership!**



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Some facts and figures - overall

- **Social care is used by 1.8m people**
- **Employs more than 1.5m people**
- **(More than construction)**
- **Contributes £20bn+ to the economy**
- **(More than electric and gas distribution).**





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Some facts and figures – care homes

- **There are almost 20,500 Registered Care Homes, Nursing Homes and Residential Homes in the UK.**
- **More than 200,000 people aged 65+ are in residential care funded by the council or NHS (end 2010)**
- **A further 120,000 people in care homes are self-funded.**





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Some facts and figures – care homes in North Yorkshire

- **There are 258 registered care and nursing homes in North Yorkshire**
- **Providing a total of 7,041 beds**
- **Only 15 are run by NYCC**
- **Rest are private or voluntary-sector run**
- **In York 33 care/nursing homes, 1,270 beds – 9 run by City of York Council**





Some facts and figures

The value of the care market in North Yorkshire is around £220m and it employs at least 10,670 people - one of the highest proportions in the country.





Some facts and figures – home care

- **517,000 adults received home care in 2011-12**
- **188m hours (168m independent sector)**
- **Market worth £5.5bn**
- **£2.2bn state purchased**
- **£3.3bn privately-purchased**
- **4,515 registered providers in England in 2012.**





The Francis Report

- **Following on from the Francis inquiry into the Mid Staffordshire NHS Foundation Trust**
- **Asking why up to 1,200 people died due to a lack of care between 2005-2009**
- **Made 290 recommendations**
- **Called for ‘fundamental change’**
- **Only looked at NHS provision**
- **Has far-reaching implications for wide range of care providers**





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The Francis Report

“The extent of the failure of the system shown in this report suggests that a fundamental culture change is needed.”

- *Robert Francis*





The Francis Report

recommendations require:

“every single person serving patients to contribute to a safer, committed and compassionate and caring service”.



- *Robert Francis*



The Francis Report

‘The right response to Francis is to be unflinching in our assessment of the strengths and weaknesses of the NHS and to commit ourselves to addressing the weaknesses revealed at Stafford with a new sense of urgency.’

- *Stephen Dorrell, Former Health Secretary*





Main headings

- **Values, standards and compliance**
- **Complaints handling**
- **Openness, transparency and candour**
- **Information sharing**
- **Leadership.**





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Values, standards and compliance

- **Francis talks about standards that: “should be defined by what patients and the public want and are entitled to, and what healthcare professionals agree can be delivered.”**
- **any organisation unable consistently to comply should be “prevented from continuing”.**





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Values, standards and compliance

- **New Chief Inspector of Social Care**
- **A new Sector Compact on common values is being launched**
- **New CQC and NICE standards**
- **A new Code of Conduct and National Minimum Training Standards of care and support workers**
- **New “values-based” toolkit launched by the NSA**
- **CQC likely to inspect more closely on ‘risk’**





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**Openness, transparency
and candour**

**Francis wants “A duty of
candour” between health
bodies and patients and
protection for
whistleblowers.”**





**Openness, transparency
and candour**

**Whilst there is no legal
constitution binding
independent care
providers, it will be vital
that they demonstrate
openness, transparency
and candour**





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**Compassionate caring
Francis calls for higher
standards and better
training to ensure that
care is delivered with
compassion**





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Compassionate caring

**Care delivered with
compassion is at the
forefront for social care
providers but often
hampered by poor
investment in the sector
leading to difficulties staff,
recruitment, training and
retention**





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**Information sharing
“Patients, the public,
employers,
commissioners and
regulators need access
to accurate, comparable
and timely information,”
Francis says**





Information sharing

Great strides over recent months – through NHS Choices for example – in care providers being able to make information about their provision and any inspection of those services, public.





Leadership

Francis talks of leaders working under a common code of ethics and conduct, properly trained and held to account, to “increase the public’s confidence in the NHS”.





Leadership

The National Skills Academy for social care is working on leadership in initiatives like its Front-line Leaders Programme and support for Registered Managers.



Challenges

- **Making change in the current climate**
- **Lack of funding for the sector**
- **Commissioners' practices**
- **Low pay and low morale in the sector**
- **Difficulty in recruitment and retention.**





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“There is nothing more difficult to
take in hand, more perilous to
conduct, or more uncertain in its
success, than to take the lead in
the introduction of a new order of
things.”

- *Machiavelli*



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***Thank you – any
questions?***