

Report of the Head of Commissioning, Adult Social Care

Residential, Nursing & Homecare Services – Quality Standards

Summary

1. Members of the Health & Adult Social Care Policy & Scrutiny Committee will recall the last report they received on the 26 April 2016 detailing the performance by organisations providing a service in York against Care Quality Commission 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 from the tables below that standards in York, based on CQC ratings are slightly below National averages in relation to overall ratings and within the five key domains, York is also below national figures in Safe and Well Led. Within Safe Services, the key areas are around adequate levels of staffing in care homes as providers struggle to recruit, followed by Medicines Management and procedures relating to risk management.
3. Management and Leadership continues to be a key 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. The Council is also working closely with the Vale of York CCG to support providers in addressing Medicine Management by working with colleagues (community matrons and medicine management) in Health to support providers, signposting providers to specific training opportunities and circulating the all good practice guidance.

4. Members will also note that three Local Authority Services are rated as requiring improvement and whilst the provider received a good rating in some domains (including caring, safe and well led) it is working with CQC on detailed action plans. All outstanding actions from the inspections have been addressed and close monitoring of the services is taking place to ensure standards are maintained.

Background

5. All Residential, Nursing and Home Care services are regulated by the Care Quality Commission (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.
6. 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 PCU and the Vale of York Clinical Commissioning Group where it felt necessary or there are safeguarding concerns.
7. 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.
8. 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.

9. 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 CQC. The position for York reflects the challenges the sector is facing with recruiting and retaining good quality senior managers. 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

10. 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 Nov 2016	1%	66%	30%	3%
*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 (rated ‘good’ or ‘outstanding’) within the different domains that CQC now inspect against. Inspections undertaken in York show that “Safe and Well Led” are the areas of concern identified by CQC colleagues and this would agree with findings of the commissioning team following visits and monitoring that they have undertaken.

The customer facing aspects of services are areas where York performs well on. Two Providers receive outstanding ratings in these areas (caring). This is reflective of the picture nationally with the key question about caring performing best, with safe and well-led being significantly lower.

Area	Safe	Effective	Caring	Responsive	Well led
York	60%	74%	90%	84%	60%
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 90% 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)	73	90%
Outstanding	1	1%
Good	48	66%
Requires Improvement	22	30%
Inadequate	2	3%

Residential and Nursing Care Inspections - York

Care Homes		
Inspected to Date (x of 41)	39	95%
Outstanding	1	3%
Good	23	59%
Requires Improvement	13	33%
Inadequate	2	5%

Of the 41 homes in York, 39 have an inspection rating to date. The tables above detail the findings of these inspections and Members will note that 15 homes have been rated as requires improvement or inadequate including three in house services.

Care Homes (x of 39)	Safe	Effective	Caring	Responsive	Well Led
As a %	54%	72%	90%	79%	56%
Fully Compliant	21	28	35	31	22
Outstanding	0	0	2	1	0
Good	21	28	33	30	22
Requires Improvement	16	10	3	6	14
Inadequate	2	1	1	2	3

Home Care Inspections - York

Home Care		
Inspected to Date (x of 40)	34	85%
Outstanding	0	0%
Good	25	74%
Requires Improvement	9	26%
Inadequate	0	0%

Homecare (x of 34	Safe	Effective	Caring	Responsive	Well Led
As a %	68%	76%	97%	91%	65%
Fully Compliant	23	26	33	31	22
Outstanding	0	0	0	0	0
Good	23	26	33	31	22
Requires Improvement	11	8	1	3	12
Inadequate	0	0	0	0	0

Of the 40 registered domiciliary care services providing homecare and supported living in York, 34 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 9 have been rated as requiring improvement.

Summary

11. Alongside the above, Members may also wish to note the outcome of the latest Customer survey on Homecare undertaken by the Adults Commissioning Team. Out of a total of 159 customers or carers surveyed, 91 % stated that they were satisfied with the quality of the services they received.
12. 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.
13. 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

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

Equalities

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

Other

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

Risk Management

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

Recommendations

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

Reason: To update Members on the performance of York based care providers.

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Report ✓ **Date** 5 December 2016.
Approved

Specialist Implications Officer(s)

Wards Affected:

All ✓

For further information please contact the author of the report