

## **Health, Housing and Adult Social Care Policy    25 July 2018 and Scrutiny Committee**

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 the 15<sup>th</sup> January 2018 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. In October 2017, CQC published its “State of Adult Social Care 2014-2017” report which detailed findings from CQC’s initial programme of comprehensive inspections across England in Adult Social Care. The report looks at the trends, highlights examples of good and outstanding care, and identifies factors that maintain high-quality care. Unfortunately there has been no updated version of the CQC report so this overview compares York’s current position against national figures from October 2017.
3. The report acknowledged that there is fragility in the adult social care sector influenced by funding and resource pressures but as the quality regulator, their focus is on the quality of adult social care services and the impact that this has on people who use services.
4. Key findings from the CQC report were;
  - At the end of their initial comprehensive inspection programme, almost four out of five adult (79%) social care services in England were rated as good or outstanding overall. Nearly a fifth of services

(19%) were rated as requires improvement and 2% as inadequate.

- Of the five key questions that they ask all services, safe and well-led have the poorest ratings, with around a quarter requires improvement and inadequate.
  - Of the 5 key Questions, 'Caring' was the best rated with – 92% organisations good and 3% outstanding.
  - Nursing homes remain the biggest concern.
5. Members will note the improved performance from the report received in January 2018. At that period 16 % of providers in York were listed as requires improvement. At the time of writing in June 2018, the percentage requiring improvement had fallen to 13% with 84% of settings rated as Good and 2% as Outstanding. The performance is above national averages reported by CQC, with domiciliary care in York performing particularly highly against national figures.
  6. Well Led (Management and Leadership) continues to be a area of concern. The Council is addressing this by working with partners through the Adult Social Care Workforce Strategy, alongside promoting opportunities for additional support and other resources available to registered managers It is the only area where services in the City are below National indicators and Members should note further improved performance in other areas.

### Background

7. 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.
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”

#### Analysis - Performance and Standards in York

12. The following tables provide an analysis of quality standards across care provision in York against those reported in the CQC report, nationally and on a regional basis across Yorkshire and Humber.

a) CQC Ratings (all settings) against National Levels

<b>Overall Rating</b>	<b>Outstanding</b>	<b>Good</b>	<b>Requires Improvement</b>	<b>Inadequate</b>
<b>York</b>	<b>1.5%</b>	<b>84%</b>	<b>13%</b>	<b>1.5%</b>
<b>National (CQC Report)</b>	<b>2%</b>	<b>77%</b>	<b>19%</b>	<b>2%</b>
<b>Yorkshire &amp; Humber (CQC Report)</b>	<b>1%</b>	<b>74%</b>	<b>23%</b>	<b>2%</b>

York has a higher percentage of care provision that is rated as 'Good' compared to performance nationally. Members may wish to note that performance is also above that reported across the Yorkshire and Humber region.

- Members will note that not all York providers have had an inspection rating published to date (1 Nursing Home and 5 Home Care Services are outstanding). Where providers have not yet been inspected, this is due to administrative changes within the service, a change of premises, change of trading name or new provision.
- Copies of all CQC reports can be found at [www.cqc.org.uk](http://www.cqc.org.uk)

b) Social Care Ratings by Key Questions

<b>Area</b>	<b>Safe</b>	<b>Effective</b>	<b>Caring</b>	<b>Responsive</b>	<b>Well led</b>
<b>York</b>	<b>84%</b>	<b>97%</b>	<b>95%</b>	<b>92%</b>	<b>70%</b>
<b>(CQC Report)</b>	<b>75%</b>	<b>82%</b>	<b>95%</b>	<b>85%</b>	<b>76%</b>

As well as the overall rating, CQC give all adult social care services a rating for each of the five questions that they ask of all care services. These allow the reports to consider in greater detail all the issues that matter to people: are services safe, effective, caring, responsive to people's needs and well-led. The table above compares performance in York against the National position derived from the CQC report and shows that whilst York services

in the main exceed National figures, well-led at 70 % is lower than national averages as we have highlighted previously to Members at Scrutiny Committee.

The Council have engaged a national charity that provide leadership and development training to the care workforce, to work specifically on supporting York registered managers to form a Peer Support Network . The customer facing aspects of services are areas where York consistently performs well on, with performance been higher in four domains compared to national figures.

c) Residential and Nursing Care Homes in York

<b>Care Homes</b>		
<b>Outstanding</b>	1	2.5%
<b>Good</b>	28	76 %
<b>Requires Improvement</b>	7	19 %
<b>Inadequate</b>	1	2.5%

Of the 38 homes in York, 37 have an inspection rating to date. The tables above detail the findings of these inspections and Members will note that 7 homes have been rated as requires improvement and 1 inadequate. The Council is working closely with CQC colleagues and the care provider to ensure improvements at the home are sustainable, and completed to agreed timescales.

d) Home Care Service Inspections - York

<b>Home Care</b>		
<b>Outstanding</b>	0	0%
<b>Good</b>	25	96%
<b>Requires Improvement</b>	1	4 %
<b>Inadequate</b>	0	0%

Of the 31 York based registered domiciliary care services delivering homecare and supported living, 26 have been inspected to date. The above table details the findings of these inspections and Members will note that 1 service has been rated as requiring improvement,

## e) Compliance by Service Area

### Residential Care

	CYC Residential Care Homes	CQC National Report
<b>Outstanding</b>	5%	1%
<b>Good</b>	76 %	80%
<b>Requires Improvement</b>	19 %	18%
<b>Inadequate</b>	0%	1%

### Nursing Care

	CYC Nursing Care Homes	CQC National Report
<b>Outstanding</b>	0%	1%
<b>Good</b>	75%	67%
<b>Requires Improvement</b>	19%	29%
<b>Inadequate</b>	6 %	3%

### Domiciliary Care

	CYC Domiciliary Care Services	CQC National Report
<b>Outstanding</b>	0%	2%
<b>Good</b>	96 %	80%
<b>Requires Improvement</b>	4 %	17%
<b>Inadequate</b>	0%	1%

### Summary

13. Alongside the above, Members may also wish to note the outcome of the latest Customer survey on Homecare which is undertaken by the Adults Commissioning Team. Out of a total of 205 customers or carers surveyed, 95 % 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.

## Contact Details

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**Report Approved** ✓ **Date 10 July 2018**

**Specialist Implications Officer(s)**

**Wards Affected:**

**All** ✓

**For further information please contact the author of the report**