

**Health, Housing and Adult Social Care Policy 15th January 2019
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 15th July 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. Members will note the improved performance from the report received in July 2018. At that period 14.5 % of providers in York were listed as requires improvement or inadequate. At the time of writing in December 2018, the percentage requiring improvement had fallen to 9.7% % with 87.1% of settings rated as good with 3.2% as Outstanding. This compares with 85.5% of services rated as good or outstanding in July 2018. As detailed within this report, performance is above both national and regional averages reported by CQC.
3. During the last six months, the majority of care provisions that have been inspected have remained at the same ratings. However, it is noted that four care homes, previously rated as Requires Improvement are now rated as Good which highlights the work that the Commissioning team has undertaken to support provision across the City. Unfortunately, one new provider has received a requires improvement rating and one provider has slipped from good to requires improvement.
4. Well Led (Management and Leadership) continues to be the 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.

5. Members will be aware that two providers recently closed care homes in the City resulting in the loss of 149 care home beds, meaning 78 residents had to be found alternative accommodation. Both homes cited recruitment difficulties as to the reasons behind decisions and both homes were in receipt of disappointing CQC ratings and it should be noted that the closures have supported the improvement highlighted in paragraph 2.
6. Care Homes are approximately 98% “full” at any time, the loss of the 149 beds referred to in paragraph 5 has further impacted on available capacity which highlights the need for the OPAP to support new care home proposals alongside delivering new Independent Living options for people. It is anticipated that around 300 additional registered care beds will be available over the next 2-3 years.
7. The Older Person’s Accommodation Programme (OPAP) continues to highlight the continued and growing need for new accommodation with care for older people and is proposing a further phase of the Programme in order to tackle this need. Whilst the additional capacity will be welcomed, it has to be acknowledged that the biggest challenge will be recruitment of a workforce and this needs to be one of the key priorities for the “system” to address in the next 18 months.
8. A key strand of the OPAP is to further develop Independent Living Communities as an alternative to residential care. This will allow older people to continue to live independently in their own home, a stated aim of the majority of York’s older population. The development of a 27 bed extension to Glen Lodge and agreement to build a 33 homes extension at Marjorie Waite Court are examples of how the programme is already supporting increased numbers of people to live independently.
9. Our asset (strength) based approach has significantly grown over the last two years and it is essential that we continue the progress made to date on changing the focus of our operational model to one that works to prevent, reduce and delay the need to access statutory care and support provision. How we explore challenges in workforce development and attract citizens into the care workforce needs to be approached through our ‘community operating model’ where we view the expertise of the paid workforce and the skills of our communities as a part of the

solution and a local asset. This reflects principles of co-production and the value of the 'core economy'.

10. The Council in partnership with the Vale of York CCG, promoting the use of the "Capacity Tracker", a web based portal that enables care homes to submit information on current vacancies. This will support professionals to manage the placement process by providing more accessible and consistent information on vacant capacity. Although the tracker has already been adopted across a number of areas in England, it is still in its infancy and it is acknowledged that the use of the system still requires further promotion and development.

Background

11. 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 dependent 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.
12. 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 Development 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 on improvement plans. 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.
13. 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 Development Visit and consultation with residents/customers. Reports are shared with the provider and with CQC colleagues to inform their programme of inspections.
14. 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.

15. 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

16. 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.

CQC Ratings (all settings)

Overall Rating	Outstanding	Good	Requires Improvement	Inadequate
City of York	3.2%	87.1%	9.7%	0%

17. The table below shows the current number of care settings and their CQC ratings in York

Overall Rating	Outstanding	Good	Requires Improvement	Inadequate
City of York	2	54	6	0

18. There are a total of 62 registered care settings that have current inspection ratings within the City of York. Currently 4 services are yet to be inspected, this is due to administrative changes within the service, a change of premises, change of trading name or new provision.

National and Regional CQC Ratings

Area	% of Services rated as
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	good or outstanding
City of York	90.3%
*National	82.0%
**Yorkshire & Humber Region	78.4%

(*Data source – CQC State of Care October 2018.)

(**Data source – CQC Care Directory)

19. As Members will note, York has a higher percentage of care provision that is rated as ‘Good’ compared to performance both nationally and on a regional basis.

- Copies of all CQC reports can be found at www.cqc.org.uk

Social Care Ratings by Key Questions

Area	Safe	Effective	Caring	Responsive	Well led
York	84%	98%	100%	97%	79%

20. 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.

21. The major concern for providers in York remains in the well-led domain, whilst performance has improved from 70% in July 2018, the figure still remains low and is the major contributor to homes receiving a requires improvement rating. 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 launch event was well attended by providers, who have gone on to set the early foundations for both a Care Home and a Home Care network.

Residential and Nursing Care Homes in York

Care Homes		
Outstanding	1	2.9%
Good	31	88.6%
Requires Improvement	3	8.6%
Inadequate	0	0%

22. Of the 36 homes in York, 35 have an inspection rating to date. The tables above detail the findings of these inspections and Members will note that 3 homes have been rated as requires improvement and none as inadequate.

Home Care Services - York

Home Care		
Outstanding	1	3.7%
Good	23	85.2%
Requires Improvement	3	11.1%
Inadequate	0	0%

23. Of the 30 York based registered domiciliary care services delivering homecare and supported living, 27 have been inspected to date. The above table details the findings of these inspections and Members will note that 3 services have been rated as requiring improvement.

Summary

24. 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.
25. 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.
26. 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

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

Equalities

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

Other

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

Risk Management

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

Recommendations

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

Contact Details

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Report Approved ✓ **Date** 3rd **January**
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Specialist Implications Officer(s)

Wards Affected:

All ✓

For further information please contact the author of the report

Abbreviations

CCG – Clinical Care Commissioning Group

CQC – Care Quality Commission

OPAP - Older Persons Accommodation Programme