
**Health and Adult Social Care Policy and
Scrutiny Committee****26 April 2016**

Report of the Head of Commissioning, Adult Social Care

Residential, Nursing & Homecare Services – Quality Standards**Summary**

1. Members of the Health and Adult Social Care Policy and Scrutiny Committee will recall the last report they received on the 1st December 2015 detailing the performance by organisations providing a service in York against Care Quality Commission standards and the Adults Commissioning Team's Quality Assessment Framework. Members will also recall that the 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. The Care Quality Commission consultation "A New Start" set out the principles that guide how CQC inspect and regulate care services and included;
 - Intelligent use of data, evidence and information to monitor services
 - Expert inspections
 - Additional information for the public on its judgements about the quality of care including a rating to help people choose services.
 - Detailing the action they will take to require improvements and where applicable the action they will take to make those responsible for poor care to be held accountable.
3. The new model was rolled out from October 2014, and providers all get a published rating. The Care Quality Commission (CQC) has also assumed a Market Oversight function from April 2015 and were envisaging all providers having a published rating by March 2016

however this has not been achieved. The new inspection model asks five key questions of services;

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive?
- Are they well led?

4. The ratings system that has been adopted by CQC is detailed below;

- Outstanding
- Good
- Requires Improvement
- Inadequate

Background

5. All 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 carry out a Consultation and Observation visit and Quality Assurance Visit each financial year. In addition to a full report, summary reports are now produced to provide readily available and transparent information to CQC to inform any pending inspections.
8. In addition to the standard visits listed above, the Commissioning team have regular Business Meetings with Social Care Providers to help work effectively with care home providers to support organisations and prevent issues escalating.
9. Members will also recall the consultation that is undertaken jointly in care settings between the Adults Commissioning Team and Healthwatch. To ensure good practice is maintained, officers recently met with representatives from Healthwatch with positive feedback shared in respect to the effectiveness of the approach.
10. 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
11. The tables below compare the current overall CQC ratings of York services to National figures published by CQC, and similarly the position in relation to Key Questions. Members will note that compliance levels in York are higher than National figures.

CQC Ratings

Overall Rating	Outstanding	Good	Requires Improvement	Inadequate
York April 2016	2.4%	65.9%	31.7%	0%
York Oct 2015	0%	47.6%	42.9%	9.5%
National	1%	59%	33%	7%

Key Questions

% of key questions rated as	Outstanding	Good	Requires improvement	Inadequate
York	2%	73%	24%	1%
National	1%	71%	26%	2%

12. For information purposes, detailed below is a comparison between York and national figures on compliance 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 highly on with two services receiving outstanding ratings in these areas.

Area	Safe	Effective	Caring	Responsive	Well led
York	56%	80%	93%	88%	61%
National	57.5%	63%	83%	67%	60%

13. Members will need to note that CQC are still in a transitional phase in relation to reporting and their new inspection process. There are still a significant number of providers who have to date not had a “new style” inspection. Only 49.4% of registered services in York have had a new format inspection to date - this report focuses on these services.
14. Copies of all CQC reports can be found at www.cqc.org.uk

15. The tables below identify the current position in relation to services in York:

Inspected to Date (x of 83)	41	49.4%
Outstanding	1	2.4%
Good	27	65.9%
Requires Improvement	13	31.7%
Inadequate	0	0

Residential and Nursing Care Inspections

Care Homes		
Inspected to Date (x of 43)	22	51.2%
Outstanding	1	4.5%
Good	14	63.6%
Requires Improvement	7	31.8%
Inadequate	0	0

Care Homes (x of 22)	Safe	Effective	Caring	Responsive	Well Led
As a %	50%	82%	95%	86%	64%
Fully Compliant	11	18	21	19	14
Outstanding	0	0	1	1	0
Good	11	18	20	18	14
Requires Improvement	11	4	1	3	9
Inadequate	1	0	0	0	0

16. Of the 43 homes in York, 22 have been inspected to date under the new format. The above tables detail the findings of these inspections and Members will note that 7 homes to date have been rated as requiring improvement.

Home Care Inspections

Home Care		
Inspected to Date (x of 40)	19	48%
Outstanding	0	0
Good	13	68.4%
Requires Improvement	6	31.6%
Inadequate	0	0

Homecare (x of 19)	Safe	Effective	Caring	Responsive	Well Led
As a %	63%	79%	89%	89%	58%
Fully Compliant	12	15	17	17	11
Outstanding	0	0	1	0	0
Good	12	15	16	17	11
Requires Improvement	8	4	2	2	9
Inadequate	0	0	0	0	0

17. Of the 40 registered domiciliary care services providing homecare and supported living in York, 19 have been inspected to date under the new format. The above tables detail the findings of these inspections and Members will note that no services have been rated as inadequate although 8 have been rated as requiring improvement.

Summary

18. 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 181 customers or carers surveyed, 93% stated that they were satisfied with the quality of the services they received.
19. Whilst some providers may be compliant within CQC inspections, there are instances where the pro-active monitoring and QAF 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.
20. 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

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

Equalities

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

Other

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

Risk Management

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

Recommendations

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.

Contact Details

Author:

Gary Brittain
Head of Commissioning
Adult Commissioning Team
01904 554099

Chief Officer Responsible for the report:

Martin Farran
Director
Adults Social Care

Report
Approved

✓ **Date 5 April 2016.**

Specialist Implications Officer(s) **None**

Wards Affected:

All ✓

For further information please contact the author of the report