

Report of the Head of Commissioning, Adult Social Care

**Six Monthly Quality Monitoring Report -Residential, Nursing and  
Homecare Services.**

**Summary**

1. Members of the Scrutiny Committee will recall the last report they received on the 15<sup>th</sup> January 2019 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. During the last six months, the majority of care provisions that have been inspected have remained at the same rating. However it is noted that at the time of writing, there are nine services that are rated as requires improvement and two services as inadequate.
3. 79.3% of all care services in York are rated as Good (50 services) with a further 3.2% (2 services) rated as outstanding which is above recent national figures outlined in CQC's LA area data profile for July 2019.
4. Safe and Well Led (Management and Leadership) continue to be the main area of concern. Quality visits by Adults Commissioning have consistently highlighted this area with partners and the Council is addressing this by developing the Adult Social Care Workforce Strategy, alongside promoting opportunities for additional support and other resources available to registered managers.
5. Care Homes are approximately 98% "full" at any time and whilst 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.

6. A key strand of the Older Persons Accommodation Programme (OPAP) is to 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 increasing numbers of people to live independently.
7. 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'.
8. The Council is 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**

9. All Residential, Nursing and Home Care services are regulated by the Care Quality Commission (CQC). 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.
10. The Adults Commissioning Team work closely with CQC in the sharing of concerns and information relating to provision. The team also have a

Quality Development Framework in place that monitors all registered care services. 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, providers will be placed on enhanced monitoring and 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.

11. The Adult Commissioning teams Quality Development Framework programme undertakes monitoring visits on an annual basis. These will be appropriate to the services provided and will consist of consultation and engagement with residents/customers, an Observation visit and/or a Quality Development Visit. Reports are shared with the provider and with CQC colleagues to inform their programme of inspections.
12. 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.
13. 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”

### **Performance and Standards in York**

14. The following tables provide an analysis of quality standards across care provision in York against those reported in the CQC report, nationally and against City of York Council’s Local Authority comparator areas.

<b>Overall Rating</b>	<b>Outstanding</b>	<b>Good</b>	<b>Requires Improvement</b>	<b>Inadequate</b>
<b>City of York**</b>	<b>2</b>	<b>50</b>	<b>9</b>	<b>2</b>

<b>As a % of all settings</b>	<b>3.2%</b>	<b>79.3%</b>	<b>14.3%</b>	<b>3.2%</b>
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\*\* Based on published CQC reports as at 22nd August 2019.

15. There are a total of 63 registered care settings that have current inspection ratings within the City of York. There is, however, one service which is newly registered awaiting inspection in York. The table above shows the current number of registered social care services and their overall CQC ratings in York. Ratings for the different settings are shown below alongside both the National and Comparator ratings

### National CQC Ratings

<b>Service</b>	<b>Outstanding</b>	<b>Good</b>	<b>Requires Improvement</b>	<b>Inadequate</b>	<b>Not Yet Rated</b>
<b>Nursing Homes</b>	<b>4%</b>	<b>68%</b>	<b>21%</b>	<b>2%</b>	<b>4%</b>
<b>Residential Care Homes</b>	<b>3%</b>	<b>79%</b>	<b>13%</b>	<b>1%</b>	<b>4%</b>
<b>Domiciliary Care Services</b>	<b>3%</b>	<b>65%</b>	<b>10%</b>	<b>1%</b>	<b>21%</b>

### City of York Local Authority Comparator Areas

16. The comparator group identifies the 15 local authorities that are the most similar to York in terms of population, age, gender, employment etc.

<b>Service</b>	<b>Outstanding</b>	<b>Good</b>	<b>Requires Improvement</b>	<b>Inadequate</b>	<b>Not Yet Rated</b>
<b>Nursing Homes</b>	<b>4%</b>	<b>68%</b>	<b>23%</b>	<b>1%</b>	<b>3%</b>
<b>Residential Care Homes</b>	<b>5%</b>	<b>77%</b>	<b>14%</b>	<b>1%</b>	<b>4%</b>
<b>Domiciliary Care Services</b>	<b>3%</b>	<b>71%</b>	<b>8%</b>	<b>1%</b>	<b>16%</b>

### City of York

<b>Service</b>	<b>Outstanding</b>	<b>Good</b>	<b>Requires Improvement</b>	<b>Inadequate</b>	<b>Not Yet Rated</b>
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<b>Nursing Homes**</b>	<b>0%</b>	<b>71.4%</b>	<b>21.4%</b>	<b>7.2%</b>	<b>0%</b>
<b>Residential Care Homes</b>	<b>4.55%</b>	<b>81.8%</b>	<b>9.1%</b>	<b>4.55%</b>	<b>0%</b>
<b>Domiciliary Care Services</b>	<b>3.6%</b>	<b>78.6%</b>	<b>14.3%</b>	<b>0 %</b>	<b>3.6%</b>

\*\* Inadequate ratings apply to only one home which has taken the decision not to continue offering nursing care. Copies of all CQC reports can be found at [www.cqc.org.uk](http://www.cqc.org.uk)

## **Analysis**

17. As identified within paragraph 3 of this report, 79.3% of services in York are rated as good with a further 3.2% as outstanding. Performance against both national and local area comparators is very positive. Services in York are rated higher in all areas although it should be noted that we have a higher number of home care providers rated as required improvement.
18. With the authority only having a reasonably small number of registered services, figures can easily fluctuate and at times appear misleading as only one home for example changing to requires improvement from good would have an adverse impact.
19. Whilst, York is performing well against other areas, Adults Commissioning are working with providers to support services to improve. Where there have been identified issues of concern, improvements have been noted and there is confidence that providers affected will maintain the improvements and subsequent inspections will reflect this.

## **Summary**

20. 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 183 customers or carers surveyed, 91 % stated that they were satisfied with the quality of the services they received.
21. Whilst some providers may be compliant within CQC inspections, there are instances where the pro-active monitoring and Quality Development Framework programme adopted by the Council has identified 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.

22. Where providers are classed as 'requires improvement' for the Key Questions of Safe, and Well Led, this is largely due to staffing considerations as providers continue to find recruitment and retention of suitable staff a significant challenge, both from a 'front line' and management perspective. Residents and users of services may also be affected if issues are relating to medication, safety, support plans or recording for example. All steps are taken to minimise the impact on any individual and family and we support providers in ensuring residents, carers and families are kept fully up to date on any issues of concern.

### **Implications**

#### **Financial**

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

#### **Equalities**

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

#### **Other**

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

### **Risk Management**

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

### **Recommendations**

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

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### Specialist Implications Officer(s)

Wards Affected: All ✓

For further information please contact the author of the report

### Abbreviations

CCG- Clinical Commissioning Group  
CQC- Care Quality Commission  
OPAP- Older Peoples Accommodation