

Health Overview Scrutiny Committee

24th July 2013

Report of the Commissioning & Contracts Manager, Adults
Commissioning, Modernisation & Provision (ACE).

Residential, Nursing & Homecare Services – Quality Monitoring

Summary

1. Members of the Health Overview Scrutiny Committee will recall the report they received in January 2013 detailing the current performance by York based providers against CQC standards and the Adults Commissioning Team's Quality Assurance Framework. Members will recall that the processes in place to monitor the quality of services delivered by providers of Residential/Nursing Care and Homecare in York were included in the report submitted in January 2013. Services are also regulated and monitored by the Care Quality Commission (CQC).
2. Members asked for six monthly update reports and this report provides Members with a summary of the current performance of providers against CQC Standards and the Council's own standards for performance and quality.

Background

3. All services are regulated by the Care Quality Commission (CQC) and as the regulator it carries out annual inspection visits and follow-up visits (announced/unannounced) where applicable. 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.
4. 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. The standards that it sets are high and providers are expected to achieve compliance in all aspects.

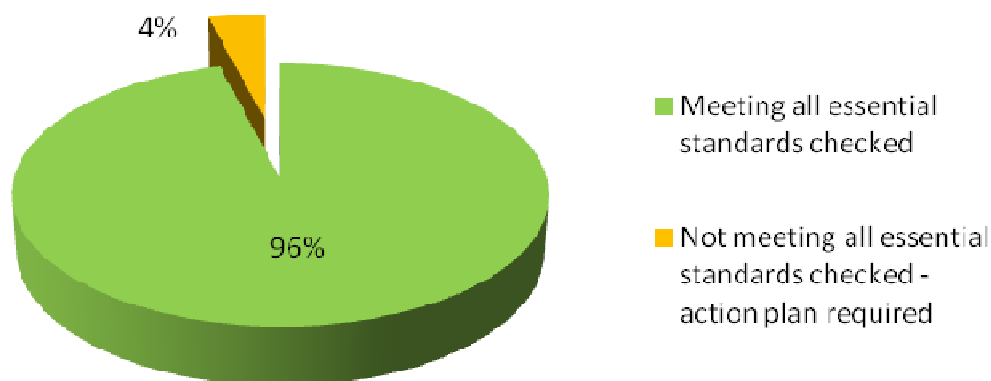
Should performance fall below the level that is acceptable, a provider will be placed on enhanced monitoring or an improvement plan. This can also lead to placements being suspended until quality and performance improves.

5. The monitoring approach to both areas was detailed within the January 2013 report. The Council also adopts a similar approach to the Quality management of its own in-house Elderly Persons Homes and Homecare Services.

Quality Standards in York

6. This report informs Members both of the processes that are in place to ensure services are monitored appropriately and that measures are in place should performance and quality fall below the standards expected by the Council. Members will note that the Council adopts its own high level of expectation from Providers and at times takes action even if providers are deemed to be CQC compliant.
7. As of the 28th June, 77 out of a total of 80 registered Domiciliary Care Providers and Residential & Nursing Care Homes (Care Homes & Care Homes with Nursing) have had CQC compliance inspections. 96% of those inspected are meeting all standards. This is an improvement on the 93% reported in January and the latest National figures show that 80% of Adult Social Care Providers are meeting all standards (CQC Care Update Issue 2 March 2013).

ASC City of York



8. 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 202 customers surveyed, 99% stated that they were satisfied with the quality of the services they received.
9. The individual position in relation to Domiciliary Care and Care Homes is detailed below:

Residential & Nursing Care

10. There are currently 44 Registered Care Homes within York. These include services provided by the Council. The table below shows a summary of the number of homes meeting all the specified outcome areas as designated by CQC and reported within inspection reports.
11. CQC Essential Standards fall into 5 areas which have a number of outcome areas within. A full list of outcomes is attached at Annex A of this report. The key areas are:
 - Standards of treating people with respect and involving them in their care
 - Standards of providing care, treatment and support that meets peoples needs
 - Standards of caring for people safely and protecting them from harm
 - Standards of staffing
 - Standards of quality and suitability of management

Compliance (from most recently published report)					
Care Homes & Care Homes with Nursing	Standards of treating people with respect and involving them in their care	Standards of providing care, treatment and support that meets peoples needs	Standards of caring for people safely and protecting them from harm	Standards of staffing	Standards of quality and suitability of management
Number of homes meeting all outcomes in standards group (From a total of 44 homes in York)	44	43	42	43	42
Number of homes with improvements required in at least one outcome in standards group	0	1	2	1	2
Number of homes where CQC have taken enforcement action on at least one outcome in standards group	0	0	0	0	0

12. In total, there are 2 Care Homes which currently have CQC compliance actions listed against them. One of these homes is on an improvement plan with the Adults Commissioning Team and the second home has an agreed CQC Action Plan which is being monitored by the Team and being used in an improvement planning approach alongside standard compliance monitoring.

All the compliance reports from CQC is within the public domain and customers can also access details regarding inspection reports from the Council's website.

13. As part of the standard monitoring approach, monitoring officers have identified concerns about the quality of services in two further homes and are working closely with both providers to rectify and address the concerns that have been raised. One home is on an improvement plan and the situation is being closely monitored in respect of the second home. The home on the improvement plan is due to be inspected again by CQC and there is the possibility that they may issue some compliance actions as part of their inspection.
14. As part of developing its on-going approach to monitoring services, officers have been working closely with Health colleagues within the Infection Prevention & Control Nursing Service and have undertaken a pilot of 4 joint Infection Prevention and Control audits at care homes in York, plus a further 4 follow up visits. This has increased the team's knowledge in this specialist area. We intend to continue joint working with health colleagues, including the Community Pharmacy Team, where specialist input is beneficial to our monitoring.

Home Care

15. There are 36 providers registered to provide Domiciliary Care in York. These are a varied range of providers including Council Framework providers, in house services, organisations specialising in Supported Living and small businesses. Out of the 36, 11 Home care providers are on the Council's framework for providing services directly under contract to the Council. Members should also note that there are 2 organisations who have not as yet received a CQC inspection and 1 has an initial inspection in progress.
16. There are 8 specialist organisations which provide a number of supported living services to the Council.

Members should note that whilst these are registered as domiciliary care support, the Council also has significant monitoring processes in place as part of its commissioned services to monitor and directly contract these services.

17. The main Council monitoring is obviously focused on the providers who are commissioned to provide services directly to the Council. The 11 Providers on the Council framework at present provide approximately 5900 hours of services per week to around 750 customers.
18. The table below identifies the position in relation to the current inspection reports detailed by CQC, the Essential Standards and Outcomes are as detailed earlier within this report.

Compliance (from most recently published report)					
Home Care	Standards of treating people with respect and involving them in their care	Standards of providing care, treatment and support that meets peoples needs	Standards of caring for people safely and protecting them from harm	Standards of staffing	Standards of quality and suitability of management
Number of homes meeting all outcomes in standards group (From a total of 36 Providers in York)	33	33	33	32	33
Number of homes with improvements required in at least one outcome in standards group	0	0	0	1	0
Number of homes where CQC have taken enforcement action on at least one outcome in standards group	0	0	0	0	0

19. Members should note that there is only one provider who is non-compliant and they are not part of the Council's Framework Provision. All providers who are part of the Framework are compliant

20. There are however, two framework providers who are on enhanced monitoring arrangements from the Council but no providers are currently on improvement plans. The Council is aware of the organisation whom have a compliance action and is working with them to discuss necessary improvements.

Analysis & Actions from January 2013 Report

21. This report informs Members both of the processes that are in place to ensure services are monitored appropriately and that measures are in place should performance and quality fall below the standards expected by the Council. Members will note that the Council adopts its own high level of expectation from Providers and at times takes action even if providers are deemed to be CQC compliant.
22. As detailed in paragraph 7, Members will note that 96% of all providers in York are meeting all essential standards, the position nationally as published by CQC in their Market Report (March 2013) was 80%.
23. Members in January asked if it would be possible to give consideration to having a “lay person” as part of the quality monitoring whose role it would be to visit providers and seek customer’s views alongside officers who undertake customer consultation at present. Officers will be discussing this further with colleagues at Healthwatch now the service is established with a view to potential future involvement.
24. Members also queried whether CQC did unannounced checks on staffing levels during the night. Officers have spoken with CQC who confirm that they do not. This is due to risk assessments, disturbing residents etc.

Implications

Financial

25. There are no finance issues associated with this report.

Equalities

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

Other

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

Risk Management

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

Recommendation

To note the performance and standards of provision across Care Services in York

Reason: So that Members are informed about the performance and standards of provision of Care Services in York.

Contact Details

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Report Approved **Date** 9th July 2013

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Report Approved **Date** 9th July 2013

Specialist Implications Officer(s)

Wards Affected:

All

For further information please contact the author of the report

Background Papers: None

Annexes: Annex 1: CQC Essential Standards

Annex 1 - Essential standards

The essential standards of safety and quality consist of the 28 regulations and associated outcomes that are described in the guidance about compliance for providers.

The 'judgement framework' used by CQC compliance officers is concerned with the 16 regulations (out of the 28) that come within Part 4 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. When CQC are checking a provider's compliance, these are the ones inspected and are regarded as key outcomes as they are the ones that most directly relate to the quality and safety of care.

Not all of the 16 key outcomes are inspected at each compliance review. The outcomes are arranged into five sets of standards which providers need to meet to be considered as being compliant.

The essential standards are shown below, with the key outcomes. i.e. those inspected by compliance officers shown in bold. Shown in purple is what people who use services should experience if a provider is complying with that regulation. Suitability of management is not part of the key outcomes.

1. Standards of treating people with respect and involving them in their care

Outcome 1: Respecting and involving people who use services

People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

Outcome 2: Consent to care and treatment

Before people are given any examination, care, treatment or support, they should be asked if they agree to it

Outcome 3: Fees

2. Standards of providing care, treatment and support that meets people's needs

Outcome 4: Care and welfare of people who use services

People should get safe and appropriate care that meets their needs and supports their rights

Outcome 5: Meeting nutritional needs

Food and drink should meet people's individual dietary needs

Outcome 6: Cooperating with other providers

People should get safe and coordinated care when they move between different services

3. Standards of caring for people safely and protecting them from harm

Outcome 7: Safeguarding people who use services from abuse

People should be protected from abuse and staff should respect their human rights

Outcome 8: Cleanliness and infection control

People should be cared for in a clean environment and protected from the risk of infection

Outcome 9: Management of medicines

People should be given the medicines they need when they need them, and in a safe way

Outcome 10: Safety and suitability of premises

People should be cared for in safe and accessible surroundings that support their health and welfare

Outcome 11: Safety, availability and suitability of equipment

People should be safe from harm from unsafe or unsuitable equipment

4. Standards of staffing

Outcome 12: Requirements relating to workers

People should be cared for by staff who are properly qualified and able to do their job

Outcome 13: Staffing

There should be enough members of staff to keep people safe and meet their health and welfare needs

Outcome 14: Supporting workers

Staff should be properly trained and supervised, and have the chance to develop and improve their skills

5. Standards of quality and suitability of management

Outcome 15: Statement of purpose

Outcome 16: Assessing and monitoring the quality of service provision

The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

Outcome 17: Complaints

People should have their complaints listened to and acted on properly

Outcome 18: Notification of death of a person who uses services

Outcome 19: Notification of death or unauthorised absence of a person who is detained or liable to be detained under the Mental Health Act 1983

Outcome 20: Notification of other incidents

Outcome 21: Records

People's personal records, including medical records, should be accurate and kept safe and confidential

Suitability of management

Outcome 22: Requirements where the service provider is an individual or partnership

Outcome 23: Requirement where the service provider is a body other than a partnership

Outcome 24: Requirements relating to registered managers

Outcome 25: Registered person: training

Outcome 26: Financial position

Outcome 27: Notifications – notice of absence

Outcome 28: Notifications – notice of changes