

Health Overview Scrutiny Committee

23rd April 2014

Report of the Commissioning & Contracts Manager, Adults
Commissioning, Modernisation & Provision

Residential, Nursing & Homecare Services – Quality Monitoring

Summary

1. Members of the Health Overview Scrutiny Committee will recall the last report they received in July 2013 detailing the performance by York based providers against Care Quality Commission (CQC) standards and the Adults Commissioning Team's Quality Assessment 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 have been included within previous reports to this committee and are reminded that services are also regulated and monitored by the Care Quality Commission.
2. It was agreed to provide 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 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 (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 an improvement plan. This can also lead to placements being suspended often on a mutual basis until quality and performance improves.

5. The Council also adopts a similar approach to the quality management of its own in-house Elderly Persons Homes and Homecare Services.

Overview of 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. The table below shows the Quality Compliance and Standards against CQC requirements of care provision across the City of York. In total there are 80 registered settings providing services in York of which 77 have current active registration reports (all 44 care homes in York have current published inspections). Of the 77 provisions, 67 are fully compliant at the time of writing this report. This gives a compliance level of 87% (providers compliant in all standards).
8. The latest national figures published by CQC in March 2013 were 80% which means York is above the national average in terms of overall compliance.(CQC have not published any national figures since March 2013)
9. Where homes are/have given cause for concern through the Council's Quality Assessment Process or CQC visits, joint visits may take place between the Council and CQC or Health colleagues.
10. The table below gives a summary of Provider's performance against CQC Standards: To date 77 of 80 providers have been inspected.

Adult Social Care	Standards of treating People with respect and involving them in their care.	Standards of providing care, treatments and support that meet people's needs	Standards of caring for people safely and protecting them from harm	Standards of staffing	Quality and suitability of Management
% of Inspected Providers meeting all Outcomes in Standards Group	100%	99%	92%	97%	90%
Number of Providers meeting all outcomes in standards Group (X* of 80)	77	76	71	75	69
Number of Providers with improvements required in at least one outcome in standards Group	0	1	5	2	8
Number of Providers where CQC have taken enforcement action on at least one outcome in Standards Group	0	0	1	0	0

** 87% Overall Compliance as at 4th March 2014 – 67/77 Providers meeting all standards.

11. 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 198 customers surveyed, 96.4% stated that they were satisfied with the quality of the services they received. For information 780 customers at the time of this report received homecare services from framework providers.
12. Ten Adult Social Care Providers currently have CQC improvement actions listed against them. Of these nine are residential or nursing care homes and one Domiciliary Care Provider. Members should note that the Domiciliary Care Provider is not on the Council's Framework and the Council does not commission work from the organisation. It should also be noted that of the nine Care Homes, one home has an enforcement action listed against it at present.
13. The Council through its own monitoring approach and partnership working with CQC is working closely with all organisations which are giving cause for concern and improvement plans or enhanced monitoring arrangements are in place with all providers who are not currently meeting the Council's or CQC's standards.
14. Attached at Annex two for information is a report that CQC issue on a regular basis to the Adults Commissioning Team which mirrors information collated by the team but shows the compliance areas, homes that are non-compliant, providers that have become compliant and other detail which is used to support the management of quality standards across the City.
15. Members will note that this identifies a total of 74 registered care settings in York. The Commissioning Team however and this report works on a total of 80 as we include organisations who provide significant care services to the Council under contract but their registered CQC address maybe outside of York and as a result will not identify them as a local provider.
16. An example of the work adopted by the Council was the support given to a nursing home which underwent a rapid deterioration in standards during summer 2013 resulting in enforcement notices being issued. The Council worked closely with the provider to return it to full compliance although it remains on an agreed improvement and monitoring plan. This support was much welcomed by the provider.

17. Currently new placements are only suspended at one nursing home in the City. Whilst there are a number of homes that are giving cause for concern, it is hoped that a number of these will return to compliance in the near future. At the time of writing the last report in July 2013, there were only two care homes that were non-compliant. There has been an obvious increase in areas of concern and the Council are working with both providers and partners on improving standards of leadership and management which we believe to be fundamental to the issues that are evident across standards at present.
18. The Council is working with both the Independent Care Group and Workforce Development Unit to propose and develop a management standard that we would expect all provider managers to achieve. It is hoped that this can be rolled out in the summer.

Summary of Compliance issues in Residential and Nursing Care

19. The main areas of non-compliance across the City are:
 - Outcome 21 'Records' – (five care homes and one domiciliary care provider),
 - Outcome 8 ('Cleanliness and Infection Control' (three homes)
 - Outcome 9 'Management of Medicines ' (one care home and one domiciliary care provider have improvement actions, with one care home having Enforcement Action in this outcome).
20. Standards of cleanliness within the home should be in accordance with The Health and Social Care Act 2008 Code of Practice on the prevention and control infections and related guidance. The three homes that were non complaint were not following all aspects of the guidance although there was no overriding theme between the three homes.
21. To be fully complaint with Records, the provider needs to ensure that records are accurate and fit for purpose and include detailed and timely information about risk, need, preference, and abilities, and are stored securely and correctly.
22. The two homes that were non complaint with Medication were found to have poor practice in stock control and disposal and insufficient

information in medication records. The home with enforcement action was found to have unsafe medication administration practice. The non compliant domiciliary care provider had unclear records relating to care plans for administering medication. Non compliant provider records would not have contained enough information or were not up to date and accurate.

Impact on Delivering Residential and Nursing Care Placements

23. As mentioned earlier within this report, there is at present only one home on a mutual agreement regarding the suspension of new placements. This does in essence reduce capacity within the sector although one home will not have a hugely significant impact depending on bed numbers and type of service(s) offered.
24. The concern however is regards the reduction in capacity that has occurred across residential care services and the potential implications of this. As detailed a pro-active approach is being taken to address issues the Council and Health colleagues have identified as giving concern.
25. At the time of writing this report (31st March), there were a total of 28 beds identified as vacant across the City with an additional five in homes just on the Council's boundary. This is out of a total bed capacity of 1,155 within the independent sector. In addition there are four Permanent bed vacancies in the seven Council residential care homes.

Actions from July 2013 Report

26. Members will recall that the Council was in discussions with Healthwatch regarding their input and involvement in consulting with residents within Care Homes about standards and quality of the services that they receive.
27. To prevent and avoid duplication between the Council and Healthwatch, a joint consultation model has been developed and adopted as a pilot within the Adult Commissioning Team's Quality Assessment Framework. The purpose being the aim of identifying and agreeing a joint consultation approach for the future.
28. Four trained assessors from Healthwatch have received additional training on the pilot programme to agree a consistency of approach and expectations. Three care homes have been identified and

invited to take part in this project and at the time of writing, two of the visits have taken place with the final visit due later in March.

29. The initial thoughts are that the involvement of Healthwatch has enhanced the reviewing process and whilst a joint review will take place in April it is anticipated that it will become part of the Quality Assessment process across all care homes in the City.
30. There are now closer working relationships between health colleagues and the Adults Commissioning Team and meetings are now to be held on a monthly basis between senior managers from both areas to share information, good practice, develop joint quality monitoring approaches and look at training opportunities.

Implications

Financial

31. There are no finance implications associated with this report.

Equalities

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

Other

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

Risk Management

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

Recommendations

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

Reason: To update Members on the current performance of providers against CQC Standards and the Council's own standards for performance and quality.

Contact Details

Author:

Gary Brittain
Commissioning &
Contracts Manager
Adult Commissioning Team
Adults, Children and
Education
01904 554099

Chief Officer Responsible for the report:

Graham Terry
Assistant Director (Adults
Commissioning)
Adults, Children and Education

**Report
Approved**



Date 2nd April 2014

Paul Edmondson- Jones
Deputy Chief Executive and Director of
Health & Wellbeing

**Report
Approved**



Date 2nd April 2014

Wards Affected:

All

For further information please contact the author of the report

Background Papers: None

Annexes:

Annex 1: CQC Essential Standards

Annex 2: Local Area Profile Report