

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

Residential, Nursing & Homecare Services – Quality Standards

Summary

1. Members of the Health Overview Scrutiny Committee will recall the last report they received in April 2014 detailing the performance by York based providers against Care Quality Commission standards and the Adults Commissioning Team’s Quality Assessment Framework. Members will also recall 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. From October 2014, the Care Quality Commission (CQC) has commenced a new approach to the regulation and inspection of care homes. Their recent consultation “A New Start” set out the principles that will guide how CQC will inspect and regulate care services in the future 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 has been rolled out from October 2014, and providers will all get a published rating. Providers who had an inspection in the pilot phase prior to October received a rating but these pilot inspection ratings are not published. The CQC will also assume a Market Oversight function from April 2015 and are

envisaging all providers to have a published rating by March 2016. The new inspection model will work on asking five key questions of services;

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

4. The new ratings system that will be adopted by CQC is detailed below;

- Outstanding
- Good
- Requires Improvement
- Inadequate

Background

5. All services are regulated by the Care Quality Commission 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 also undertake visits jointly with colleagues from the Partnership Commissioning Unit (PCU) and the Vale of York Clinical Commissioning Group where it feels necessary or there are safeguarding concerns.
7. Members will also recall from the April meeting that we were evaluating a pilot approach with Healthwatch regarding a joint consultation model to be adopted 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. It was agreed by all parties that the pilot was very useful and a joint consultation approach is now embedded within the Quality Assessment Framework (QAF) approach by Commissioning.

8. 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.

Residential Care

9. Of the 43 homes registered in York, 6 currently have compliance actions listed against them (2 providers not yet inspected). This equates to 16 action points across all standards inspected (41 providers meaning a compliance level of 94.2%).
10. Of the 6 homes with identified actions, one (Specialist Disability Provider) is currently non-compliant in eight standards and another (Nursing Home) in three. The Council has been working closely with both providers who are on improvement plans and it is envisaged that the position should improve in the near future. One home is non compliant in two standards and the other 3 homes including one City of York Council Service all have one action.
11. We are however aware of a recent inspection that has not been published to date, of a home which will be reported as having compliance issues and the Council is already working with this provider and CQC colleagues to address the concerns.
12. There is an expectation that across the sector some providers may initially get 'needs improvement' ratings, as providers come to terms with the new requirements. Therefore, officers along with CQC will be monitoring this closely in the coming months. In order to try and prepare providers for the changing requirements, the Contracts and Commissioning Team held a workshop with CQC in July for all the registered providers in the City, to support them to understand and prepare for the new inspection framework. We do though anticipate it may still take some time for providers to adapt to the new inspection methodologies.

13. It has also been recognised by CQC that the new stringent methodology will mean that for providers to get a 'good' rating, they will have to demonstrate particularly good overall practice, as there is no adequate rating. They also anticipate very few providers getting an 'outstanding' rating initially.
14. The Lead CQC Inspector for the North has offered to come along to a scrutiny meeting to give a short presentation to Members on the new inspection process and answer questions from Members on the new process.

Home Care

15. Of the 35 providers registered in York, 2 currently have compliance and enforcement actions listed against them (3 providers not yet inspected). This equates to 3 action points and two enforcement notices across all provision (32 providers inspected) meaning a compliance level of 96.7%.
16. We have been advised by CQC colleagues that 1 of the above providers with only 1 compliance action has been re-inspected and is fully compliant, which will be reflected on the CQC reports website shortly.
17. The other provider which, at present, has compliance actions in two areas and two enforcement notices is one of the Council's existing framework providers. Issues were evident and identified through the Council's monitoring processes prior to a CQC inspection and whilst there were significant concerns during the late summer, the position has improved as a result of additional investment from the organisation, and sustained intervention by the Commissioning Team alongside colleagues from CQC. The provider remains on an improvement plan and regular enhanced monitoring, as it is acknowledged that they still have further work to do to embed and sustain these improvements. A follow up inspection by CQC is in progress using the new methodology.

Summary

18. The last report received by Members in April identified that 67 out of 77 services were recorded as being fully compliant, a compliance level of 87%. The current position shows that 64 out of 73 services inspected to date or 88% in York are fully compliant.

19. 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 200 customers surveyed, 89% stated that they were satisfied with the quality of the services they received.
20. 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. Currently there is only one Residential provider where placements are suspended and two where new placement numbers are restricted with a further home restricted to 6 per month. This does in essence reduce capacity within the sector and may have a hugely significant impact depending on bed numbers and type of service(s) offered.
21. There is concern however 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.
22. A number of the capacity and quality concerns identified of late are linked to the recruitment and retention of care staff across the city and the sector in general. Providers are facing a “crisis” in terms of recruiting suitable carers across home care, residential and nursing care services. Officers have held two workshops in October with providers, the Independent Care Group and Workforce Development and are now working with internal Council colleagues to look at what assistance we can give to assist with retaining staff and supporting additional recruitment.

Implications

Financial

23. There are no finance 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

Members to note the performance and standards of provision across care service in York and consider the offer from CQC to attend a future meeting to give a presentation to Members on the new inspection process.

Reason: To update Members on the new approach being taken by the Care Quality Commission in relation to the regulation and inspection of care homes.

Contact Details

Author:

**Gary Brittain
Commissioning &
Contracts Manager
Adult Commissioning
Team
01904 554099**

Chief Officer Responsible for the report:

**Guy Van Dichele
Director
Adults Social Care**

Report	Date	10th November
Approved ✓		2014

Specialist Implications Officer(s)

Wards Affected:

All ✓

For further information please contact the author of the report

Annexes - None