

**REPORT TO:** Health Policy & Performance Board  
**DATE:** 20<sup>th</sup> June 2017  
**REPORTING OFFICER:** Strategic Director, People  
**PORTFOLIO:** Health & Wellbeing  
**SUBJECT:** Domiciliary Care/Care Homes – Quality: Update  
**WARD(S)** Borough-wide

## 1.0 PURPOSE OF THE REPORT

1.1 To update the Board and highlight key issues with respect to Domiciliary Care and Care Homes locally.

## 2.0 RECOMMENDATION: That:

- i) The report be noted

## 3.0 SUPPORTING INFORMATION

- 3.1 It is a key priority for Halton Borough Council to ensure the provision of a range of good quality services to support Adults requiring commissioned care in the Borough. The Care Act 2014 has put this on a statutory footing through a choice of diverse high quality services that promote wellbeing.
- 3.2 The care home market in Halton consists of 26 registered care homes which provide 788 beds operated by 16 different providers. The capacity within the care homes ranges from homes with 66 beds to smaller independent providers with 6 beds.
- 3.3 The Care Quality Commission (CQC) is responsible for the registration, inspection and assessment of all registered providers. However, the Care Act 2014 places the duty of securing the quality of care in Halton on the Council itself.
- 3.4 The CQC assessment process enables all registered care providers to be classified into one of four categories following an appraisal which asks 5 key questions:
- Is the service safe?
  - Is the service effective?
  - Is the service caring?
  - Is the service responsive?
  - Is the service well led?
- 3.5 The four award categories are:

- Inadequate
- Requires improvement
- Good
- Outstanding

The results of all CQC inspections are published, including the rating awarded.

3.6 All 26 care homes have now been rated by CQC. There are currently 7 homes within Halton that CQC have assessed as requiring improvement. The remaining 18 homes have been assessed as good. There is 1 home assessed as inadequate and is actively working towards addressing this.

3.7 Some common themes across Nursing Homes have been identified as:

- Poor leadership
- Low staffing levels and staff culture
- Poor quality assurance processes

3.8 The HBC Quality Assurance Team gather intelligence and information on Providers via quality and contract performance monitoring; this includes “soft intelligence” from key stakeholders, review of the latest CQC report, business plans and financial accounts. This information is then used during regular monitoring visits.

3.9 The team also operate an early warning system, which includes; Provider self-assessment, Quality Dashboard and Electronic Care Monitoring (Domiciliary Care)

Q1	Q2	Q3	Q4
13 Green	18 Green	19 Green	15 Green
10 Amber	5 Amber	3 Amber	6 Amber
5 Red	4 Red	5 Red	5 Red

For Quarter 4 the Quality Assurance Team has rated 15 Care Homes as green, 6 as amber and 5 as red.

Scope The Hollies closed during Q4.

### 3.10 LIVERPOOL CITY REGION CARE HOMES OVERVIEW

Location	Outstanding	Good	Requires improvement	Inadequate	% Inadequate or Requires Improvement
England	0.9%	63.7%	32.1%	3.3%	 35%
North West	0.3%	58.4%	35.9%	5.3%	 41%
<b>Liverpool City Region</b>	<b>0.4%</b>	<b>52.0%</b>	<b>40.6%</b>	<b>7.0%</b>	 48%
Halton	0.0%	81.6%	17.0%	1.4%	 18%
Knowsley	0.0%	77.8%	22.2%	0.0%	 22%
Liverpool	1.4%	31.9%	58.5%	8.1%	 67%
Sefton	0.0%	44.4%	38.8%	16.8%	 56%
St. Helens	0.0%	85.6%	12.3%	2.1%	 14%
Wirral	0.3%	46.9%	51.1%	1.7%	 53%

The table above is a summary of percentage of care home beds in the Liverpool City Region, in relation to the rating of the homes (this is based on the latest overall rating by CQC under their new inspection methodology and only includes homes that have been inspected). What it indicates is that as a whole, the Liverpool City Region has a comparatively high volume of beds in care homes that are deemed as 'inadequate' or 'requires improvement'.

### 3.11 DOMICILIARY CARE

Dom Care 1617 Q3		Dom Care 1617 Q4		CQC Rating	
Green	5	Green	5	Good	6
Amber	3	Amber	3	Requires Improvement	2
Red	4	Red	3	Inadequate	0
Not Yet Rated	0	Not Yet Rated	0	Not Yet Visited	3

1st Choice closure 26/03/17

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HBC currently have 11 contracted provider agencies who work across patches that cover the area. These agencies provide approximately 800 people with supportive packages of care. During this quarter First Choice have stopped providing business.

For Quarter 4, the Quality Assurance Team has rated 5 of the provider agencies as Green, 3 as Amber and 4 as Red. The 4 'Red' providers are being managed via contract meetings to ensure sustained improvements.

3.12 Some common pressures across the domiciliary care agencies:

- Difficulties in recruitment and retention
- Non-driving staff
- Medication management
- Rota management and continuity of care
- Re tendering exercise

The tender of domiciliary care will give a greater focus on the promotion of independence, reablement and a movement away from the traditional task based approach.

## 4.0 POLICY IMPLICATIONS

4.1 None identified

## 5.0 OTHER/FINANCIAL IMPLICATIONS

5.1 None identified

## 6.0 IMPLICATIONS FOR THE COUNCIL'S PRIORITIES

6.1 Children & Young People in Halton

Safeguarding Adults Board (SAB) membership includes a Manager from Children and Enterprise Directorate, as a link to the Local Safeguarding Children Board. Halton Safeguarding Children Board membership includes adult social care representation. Joint protocols exist between Council services for adults and children. The SAB chair and sub group chairs ensure a strong interface between, for example, Safeguarding Adults, Safeguarding Children, Domestic Abuse, Hate Crime, Community Safety, Personalisation, Mental Capacity & Deprivation of Liberty Safeguards.

**6.2 Employment, Learning & Skills in Halton**

None identified

**6.3 A Healthy Halton**

The safeguarding of adults whose circumstances make them vulnerable to abuse is fundamental to their health and wellbeing. People are likely to be more vulnerable when they experience ill health.

**6.4 A Safer Halton**

None identified

**6.5 Halton's Urban Renewal**

None identified

**7.0 RISK ANALYSIS**

7.1 Failure to consider and address the statutory duty of the Local Authority could expose individuals to abuse and the Council as the Statutory Body vulnerable to complaint, criticism and potential litigation.

**8.0 EQUALITY AND DIVERSITY ISSUES**

8.1 It is essential that the Council addresses issues of equality, in particular those regarding age, disability, gender, sexuality, race, culture and religious belief, when considering its safeguarding policies and plans. Policies and procedures relating to safeguarding adults are impact assessed with regard to equality.

**9.0 LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

None under the meaning of the Act.