

**REPORT TO:** Health Policy and Performance Board

**DATE:** 15 November 2016

**REPORTING OFFICER:** Director of Adult Social Services

**PORTFOLIO:** Health and Wellbeing

**SUBJECT:** Domiciliary and Care Homes Quality Report

**WARD(S):** Boroughwide

## 1.0 PURPOSE OF REPORT

1.1 To update the Board on the Quality of provision within the care home and domiciliary care market in Halton.

## 2.0 RECOMMENDATION: That the Board note the contents of the report and the challenges identified in Appendix 1

## 3.0 SUPPORTING INFORMATION

### 3.1 Background

It is a key priority for Halton Borough Council to ensure the provision of a range of good quality services to support Adults requiring support in the Borough. The Care Act has put this on a statutory footing through new duties regarding the promotion of effective and efficient operation of the care market in which there must be a choice of diverse high quality services that promote wellbeing.

3.2 The care home market in Halton consists of 27 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. The total spend in 2015/16 across all funding streams was £24,200,758

3.3 There are 9 domiciliary care providers supporting 610 service users across the Borough. The total spend on domiciliary care for 2015/16 was £11,223,470 across all funding streams.

### 3.4 Quality Monitoring and Assurance

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.

3.5 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?

The four award categories are:

- Inadequate
- Requires Improvement
- Good
- Outstanding

- 3.6 The results of all CQC inspections are published, including the rating awarded.
- 3.7 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.
- 3.8 The team also operate an early warning system, which includes; Provider self-assessment, Quality Dashboard and Electronic Care Monitoring (Domiciliary care).
- 3.9 The Quality Assurance Team, utilise a RAG rating system to assess the quality of the care provision; Green (Good / Excellent), Amber (Adequate / Satisfactory), Red (Poor-with actions)
- 3.10 **Quarter 1 Position**
- There are currently 3 homes within Halton that CQC have assessed as requiring improvement. The remaining 24 homes have been assessed as good. There are no homes in ‘special measures’. CQC have undertaken 5 visits to care homes within the Borough during quarter 1.
- 3.11 The Quality Assurance Team has rated: 13 Care homes as Green, 10 as amber and 5 as red.
- 3.12 Of the 5 care homes rated as red, we only have a contract with one of the homes; however we are working with all 5 to improve the quality of care provided.
- 3.13 The Quality Assurance Team have rated the 15, contracted providers as 3 green, 3 amber and 4 red, 5 providers have not been rated as yet.
- 3.14 In addition, both domiciliary care and care home providers are measured on the number of safeguarding or care concerns reported to the safeguarding unit.

The majority of the care concerns identified within care homes are due to missed medications and the safeguarding referrals in respect of unwitnessed falls within the care homes. During Quarter 1 we have received 79 safeguarding referrals and 127 care concerns, from the care home providers.

Similarly within the domiciliary care market we received 33 safeguarding referrals and 17 care concerns mainly concerned with missed medication errors.

3.15 In addition all providers are required to notify CQC in respect of all notifiable incidents within the care home. Harm includes significant falls within the home.

Number of CQC Notifications received	44	26	40	25
	Apr-16	May	Jun	Jul
Harm	9	9	16	9
Death	18	10	13	12
Pressure Sores	0	0	0	0
Infection Outbreak	0	1	0	0
DoLS	16	4	8	3
Other	1	2	3	1

#### 4.0 **POLICY IMPLICATIONS**

4.1 The Care Act 2014 placed a new duty on the Local Authority in respect of provider failure.

#### 5.0 **OTHER/FINANCIAL IMPLICATIONS**

5.1 None identified.

#### 6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

##### 6.1 **Children & Young People in Halton**

None identified.

##### 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 well-being.

##### 6.4 **A Safer Halton**

None identified.

##### 6.5 **Halton's Urban Renewal**

None identified.

## 7.0 **RISK ANALYSIS**

7.1 The key challenges identified within Appendix 1 impact on the stability of both the domiciliary care and care home markets.

The current domiciliary care market in the borough is unable to provide sufficient capacity to meet the needs of the local population posing significant risk to vulnerable people, the delivery of the council's statutory duties. Further work with the domiciliary care providers is ongoing to address other aspects of these issues.

The Local Authority remain responsible for supporting failing services and work with CQC who are required to inform Local Authorities of financially failing services.

## 8.0 **EQUALITY & 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 Quality Assurance and Safeguarding processes.

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

9.1 None under the meaning of the Act.