

REPORT TO: Health Policy & Performance Board
DATE: 19th June 2018
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 the Board:**

i) Note the contents of the report and its associated appendices.

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 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.

3.3 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?

3.4 The four award categories are:

- Inadequate
- Requires Improvement
- Good
- Outstanding

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

3.5 CARE HOMES

The care home market in Halton consists of 26 registered care homes which provide 781 beds operated by 15 different providers. The capacity within the care homes ranges from independent to large providers, from care homes ranging from 4 beds to 66 beds.

3.6 24/26 care homes have now been rated by CQC. There is currently 1 home rated as Inadequate and 3 homes rated as requiring improvement, with the Council and owners working to address the issues.

2 care homes have not yet been inspected following a change of ownership from private ownership to Council owned. The remaining 20 homes have been assessed as good.










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

- Poor leadership, management and governance
- Low staffing levels and staff culture
- Poor quality assurance processes
- Medication management issues

3.8 The Council's Quality Assurance Team gathers 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 Call Monitoring (for Domiciliary Care).

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%
Liverpool City Region	0.4%	52.0%	40.6%	7.0%	 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'.

See Appendix 1 for Performance Data

3.11 DOMICILIARY CARE

The Council currently have 4 contracted provider agencies who work across patches that cover the area. These agencies provide approx. 700 people with supportive packages of care, delivering approx. 22,000 care hours per month.

3.12 3/4 Domiciliary Care providers have now been rated by CQC as good with the other not yet been inspected following a change of premises.

3.13 Some common pressures across the domiciliary care agencies:

- Difficulties in recruitment and retention
- Non-driving staff
- Rota management and continuity of care

The tender of domiciliary care gave a greater focus on the promotion of independence, reablement and a movement away from the traditional task based approach and is now being implemented with Dom Care 1 awarded the contract.

Dom Care 1 has sub-contracted with Dom Care 2 and Dom Care 3 in Halton.

See Appendix 2 for Performance Data

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.

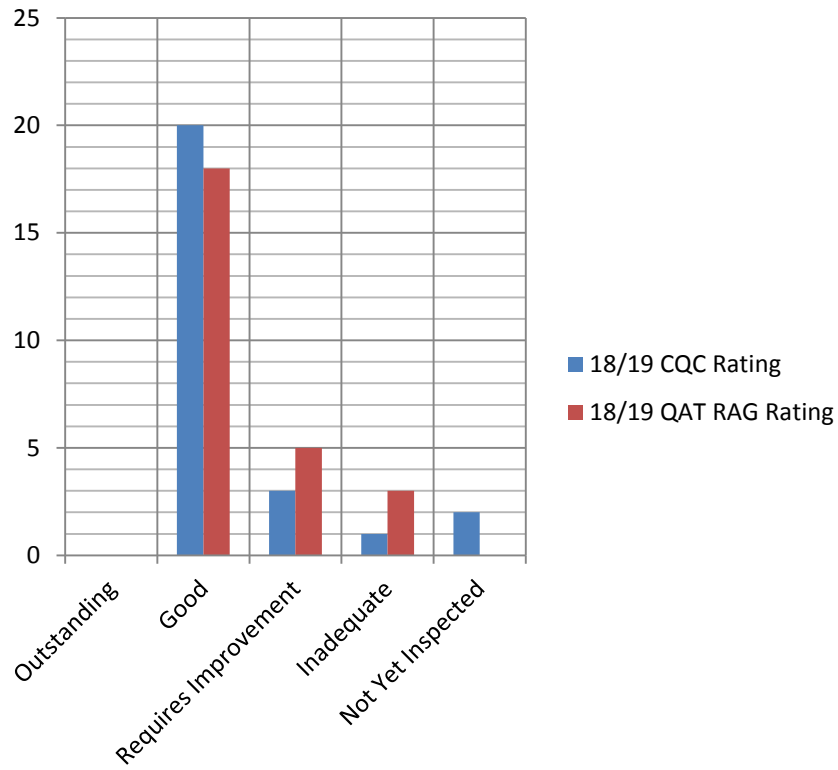
Appendix 1

Provider Name	Type of service	18/19 CQC Rating	18/19 QAT RAG Rating	Bed Capacity
Care Home 1	Care Home			6
Care Home 2	Care Home with Nursing			66
Care Home 3	Care Home			4
Care Home 4	Care Home			24
Care Home 5	Care Home			44
Care Home 6	Care Home with Nursing			58
Care Home 7	Care Home with Nursing			34
Care Home 8	Care Home with Nursing			12
Care Home 9	Care Home			64
Care Home 10	Care Home			6
Care Home 11	Care Home			23
Care Home 12	Care Home			8
Care Home 13	Care Home with Nursing			44
Care Home 14	Care Home			32
Care Home 15	Care Home			19
Care Home 16	Care Home			15
Care Home 17	Care Home			6
Care Home 18	Care Home			12
Care Home 19	Care Home			63
Care Home 20	Care Home			6
Care Home 21	Care Home with Nursing			56
Care Home 22	Care Home with Nursing			40
Care Home 23	Care Home			44
Care Home 24	Care Home			8
Care Home 25	Care Home			68
Care Home 26	Care Home			19
			Bed capacity	781

Overall

Care Homes	26	26
Outstanding	0	0
Good	20	18
Requires Improvement	3	5
Inadequate	1	3
Not Yet Inspected	2	0

Care Homes



Appendix 2

Provider Name	Type of Service	18/19 CQC Rating	18/19 QAT RAG Rating	Hours
Dom Care 1	Homecare agencies			16,000
Dom Care 2	Homecare agencies			2,800
Dom Care 3	Homecare agencies			2,500
Dom Care 4	Homecare agencies			700
			Hours per month	22,000.00

Overall

Dom Care	4	4
Outstanding	0	0
Good	3	2
Requires Improvement	0	0
Inadequate	0	2
Not Yet Inspected	1	0

