

Adult Social Care Services

BRIEFING PAPER

ADULT COMMISSIONING BRIEFING NOTE	DATE: 11 th November 2015
SUBJECT: Adult Social Care Monitoring	
PURPOSE: To provide an update to the Scrutiny Board on the Adult Social Care contract monitoring process.	
<p>BACKGROUND INFORMATION:</p> <p>Over the past few years, Adult Social Care has been developing its contract monitoring processes in various service areas, to ensure services commissioned by the directorate are delivering quality services in accordance with their contract.</p> <p><u>Homecare</u></p> <p>This was first quality monitoring system established and was put in place when the contract was commissioned in 2010. The Quality Standard Assessment (QSA) was developed as part of the contract for the current framework and all contracted providers are subject to monitoring process as part of their contract. The QSA consists of a set of quality standards that cover areas such as Needs and Risk Assessment, Care Planning, Security, Health And Safety, Protection from Abuse, Complaints, Diversity And Inclusion. The validation process for the QSA consists of a provider self-assessment against the standards, a desktop evaluation by the contract officer, a visit to the providers office to validate the content of their self-assessment and a service user survey to seek their views on the quality of service being provided.</p> <p><u>Older People's Care Homes</u></p> <p>The Quality Framework (QF) was developed as part of the care home commissioning process during 2012 and was developed in conjunction with care home providers in the city. The QF is incorporated into the care home framework contract and providers who tendered to be part of the framework are now subject to the validation process as part of the QF. The QF consists of a 3 overall quality sections (Quality of Service, Environment and Resources, Financial Security and Development), with 11 separate standards within these sections which cover areas such as Promoting health, wellbeing and independence; Leadership and management is effective in ensuring a high quality service for residents and Residents, their families; and commissioner/s can be confident that the care home operator is able to meet the financial demands of providing safe and appropriate services. The QF is assessed through a validation process which consists of a provider self-assessment and a validation visit to the home over a number of days which will observe practices in the home, scrutinize relevant documents and engage with staff, service users and their relatives to seek their views on the quality of the service being provided. Since the validation visits commenced early in 2013, all 95 care homes on the framework have received a validation visit and have been awarded a QF rating of either Core with an improvement plan, Core or Enhanced.</p>	

Learning Disability, Mental Health, Physical Impairment Care Homes and Supported Living

During 2014, the contracts team have introduced a new framework contract for LD care homes, which incorporates a QSA process to monitor the quality of the service being provided. The QSA process contains 5 standards which are Assessment and Planning; Security, Health and Safety; Safeguarding and Protection from Abuse; Fair Access, Fair Exit, Diversity and Inclusion; and Autonomy, Involvement, Choice, and Empowerment. The process consists of a provider self-assessment against the standards and a validation visit to the care home to scrutinize documents observe practice and engage with residents and staff to seek their views on the quality of service being provided. Validation visits are currently underway at all Leeds based LD care homes. The contracts team are in the process of introducing a new contract and QSA for LD supported living contracts, and the same process and documents will be introduced for Mental Health and Physical Impairment care homes and supported living services.

General contracts

In addition to the registered service contract, other contracts will be monitored proportionately, depending on their value and risk to the authority. These will include contracts such as the Neighborhood Networks and advocacy contracts , which will be monitored though quarterly contract management meetings.

CQC inspection of registered services

CQC have now introduced their new inspection process which will rate providers under 4 categories, Outstanding, Good, Requires Improvement and Inadequate. CQC have now commenced their new inspection process and approximately 50% of registered providers have been inspected under the new process. CQC have indicated that the inspection of all registered providers will be completed by October 2016.

Main issues:

Improving the contract management process

A main risk identified on the directorate's risk register is the failure, in terms of quality, of a CQC registered provider. Whilst ASC can only monitor the provider with whom we have a contract, the directorate contracts with the majority of care home providers in the city and a significant number of domiciliary care providers. It is therefore imperative that robust contract monitoring processes are in place for these services.

The homecare QSA process is currently being reviewed as part of the homecare re-commissioning project which has previously been reported to the Scrutiny Board.

As part of the development of the care homes QF, it was agreed with providers that after the first round of validation visits, the QF would be reviewed to assess its effectiveness and to suggest improvements to the standards. This review is currently underway and contract officers are working with the Leeds Care Association Leadership Group to agree and necessary changes to the QF document. As previously mentioned, validation visits have now taken place at all care homes which are part of the framework contract, and for the first time, ASC has a baseline of quality on which to assess the improvements to the homes. All care homes are now going through a second year validation and where improvements have failed to be made, further

action can be considered, such as suspension of new local authority placements, removal from the framework contract or reporting issues to the regulator. The contracts monitoring team are now fully established and each officer has a portfolio of homes which they will monitor. This will allow a closer working relationship with home managers and CQC inspectors and will allow the possibility of being able spot and address quality issues which may arise in a home, much sooner than has previously been possible.

Given the LD contract and QSA process has only recently been introduced, there are no plans to review this until the first round of validation visits have been completed.

A regular information sharing meeting has been established with CQC which includes colleagues from safeguarding and the South and East CCG and is attended by contract team leaders from all the service areas. The group will continue to review the effectiveness of the information obtained to improve services in the city.

Provider forums are now in place for all service areas with a main theme of being able to share best practice throughout the sectors.

CONCLUSIONS & RECOMMENDATIONS:

Scrutiny members are asked to note the content of this briefing.