

Adult Social Care Services

BRIEFING PAPER

ADULT COMMISSIONING BRIEFING NOTE	DATE: 14 th June 2016
SUBJECT: Donisthorpe Hall Nursing Home	
PURPOSE: To provide an update to the Scrutiny Board on Donisthorpe Hall Nursing Home following their recent CQC rating of Inadequate.	
<p>BACKGROUND INFORMATION:</p> <p>Donisthorpe Hall is a residential and nursing home run by the charity Donisthorpe Hall Management Committee through a Board of Trustees. The home is based in Moortown , has 189 beds and mainly caters for the Jewish community in the city.</p> <p>Donisthorpe Hall has been part of the Council’s residential and nursing framework contract since 2012 and for the first few years of the contract were an ‘Enhanced Home’ (as defined by the LCC Quality Framework), providing very good quality care. ASC Contracts team first started to notice problems in the quality of care being provided early in 2015, this was following the departure of most of the senior management team at the home. In March 2015, ASC withdrew the enhanced status of the home. Following further contract visits and a CQC inspection ASC suspended further admissions to the home in August 2015. CQC published their inspection report in November 2015 and awarded the home an inadequate rating. Since this time the home have attempted to address the issues however, this has proved unsuccessful and in May 2016, the CQC published their report following an inspection in March and again found Donisthorpe Hall to be inadequate.</p>	
<p>Main issues:</p> <p>During April 2016, the Trustees of the Management Board recognised the need for additional support to be able to address the issues and rectify the situation at the home. Following discussions with a number of providers the Trustees selected a national provider, BAM Healthcare, to provide support to the management of the home. BAM provide a range of consultancy and management services to Social Care and NHS organisations throughout the country and run a number of care homes in England and Scotland through their care home company; Silverline Care. BAM were also involved in the negotiations and restructuring when the Southern Cross failure occurred. Since being appointed, BAM have put in place a detailed 100 day plan of priorities which picks up the issues from the ASC/CCG monitoring visits and CQC inspections which include staffing, safeguarding, care planning, training and care delivery.</p> <p>Officers from ASC contracts, together with colleagues from safeguarding and the CCG met with the consultant from BAM and the home manager on the 14th June 2016 to discuss progress against the 100 day plan which is now halfway through the plan period. BAM have reported (with evidence) the following progress against their plan:</p> <ul style="list-style-type: none"> • 3 new care managers have been appointed and a further appointment is currently being recruited for each of the units at the home. Each care manager is a qualified nurse. • All the care managers are being supported by the senior leadership team and BAM have 	

brought in a management coach to provide additional support for the team.

- A dedicated night manager is also being recruited.
- The home has completed dependency audits for each resident and identified high dependency levels and staffing required.
- The home is now fully staffed and have commissioned a single staffing agency to ensure consistency of agency staff which may be required.
- Supervisions have now started for all staff. Training requirements are being identified and the training is now being embedded with the staff.
- BAM have identified issues with the care planning system and are making a request to the Trustees to change the system.
- The home are now up-to-date with all their DoLS assessment requests.
- A new electronic safeguarding process has now been introduced which is fit for purpose together with a new complaints and falls process.
- A weekly senior management team meeting now takes place and the care managers are required to report into this through a new audit tool developed by BAM.
- The manager and BAM hold regular meetings with the Trustees to update on progress and the Trustees have now withdrawn from the operational running of the home.
- The management team has now dealt with various HR issues which were affecting moral at the home.

The home management, with support of BAM, has made significant progress against their plan in a relatively short space of time and continues to show improvements across the home. The CCG have reported from a recent monitoring visit that both staff and residents were very positive about the care being provided at the home, which has not been the case over the last year. BAM have confirmed that they will not take any new residents until they are fully sure improvements at the home have been embedded and are being maintained.

ASC and the CCG will continue to closely monitor progress at the home.

CONCLUSIONS & RECOMMENDATIONS:

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