

Report of Director of Adults and Health

Report to Executive Board

Date: 20 September 2017

Subject: Adults and Health Regulated Services Quality Account

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

Summary of main issues;

1. On 21st September 2016, Leeds City Council Executive Board requested that the Director of Adult Social Services, working in collaboration with CQC, should routinely produce an annual statement on the quality of care across the city. The Quality Account should be published on the council's website and made available to the Executive Board, Leeds Adult Safeguarding Board and the relevant Scrutiny Boards
2. The focus of attention is to monitor and report any changes in the improvement of the quality of regulated care across the sector in Leeds. Executive Board considered that it would also provide public assurance both on the standards of care and the inspection, service monitoring and reporting arrangements in place.
3. The Adults and Health Quality Account for Regulated Care Services in Leeds (2016/17) is attached as an Appendix 1 to this report

Recommendations;

1. The Executive Board is asked to note the contents of this report, support the work outlined to deliver improvements and approve, for publication, the attached Adults and Health Quality Account for Leeds (Appendix 1).
- 2, The Head of Commissioning (Contracts and Business Development) for Adults and Health will ensure that the Quality Account 2017 is published on the Leeds City Council Website by the end of the calendar year.

1. Purpose of this report

- 1.1. This report introduces the 2017 Quality Account for regulated Social Care services (those registered and inspected by the Care Quality Commission) for Leeds
- 1.2 The Care Act 2014 Section 5 places a duty on local authorities to promote the diversity and quality of the market for regulated care provision along with the CQC and provide information to inform all individuals needing such care to make informed decisions regarding their care including those individuals who pay for their own care, so called self-funders.
- 1.3 This Quality Account forms part of the discharge of that duty;

1. Background information

- 1.1 The quality of the regulated care market (those services which fall under Care Quality Commission for registration and inspection) is central to supporting the Best City Plan outcome for Leeds to be the Best City to grow old in and to support the Adults and Health refreshed Better Lives Strategy.
- 1.2 The Adults and Health Quality Account does not consider health provision such as GP's, Hospitals, Dentists etc.; concentrating wholly on the social care sectors of regulated care in Leeds.

It does cover:

- Care provided in Residential establishments for older people, including residential Dementia/Older People's Mental Health
 - Care provided in Residential establishments for people needing Nursing, and Nursing/Dementia/Older People's Mental Health care. Adults and Health do not provide nursing care.
 - Care provided in people's homes including Mental Health support, Physical and Sensory Impairment, Learning Disability and supported living
- 1.3 The Care Quality Commission (CQC) inspect against their published framework of Fundamental Standards. These standards are broken down into five questions each one of which is judged at a CQC inspection to be Outstanding, Good, Requires Improvement or Inadequate. These five individual judgments are then combined to give an over-all judgment for the quality of the provision.
 - 1.4 The five questions inspected against are
 - Is the service Safe?
 - Is the service Caring?
 - Is the service Responsive? (to changes in desired outcomes and care needs).
 - Is the service Effective?

- Is the service Well-Led?

- 1.5 Adults and Health contracts with most residential and nursing providers, as Adults and health do not provide nursing care, across the city. This allows oversight and support through contract management. There are however a large number home care providers operating in Leeds that we do not contract with and hence we cannot use our contracting arrangements to improve quality of these services. The development of a methodology, including the use of safeguarding and compliments/complaints alongside wider market knowledge, is being developed as a way of addressing this.
- 1.6 The data used in this report originates from Care Quality Commission published reports for Adult Social Care Regulated Activities (Residential Care, Home Care, and Nursing Care including sub markets of Learning Disability and Mental Health).
- 1.7 This data, used for the national picture or national comparison data, does not take into account services that have not yet been inspected or have been inspected but where the report has not yet been published.

2. Main issues:

- 2.1 The full Quality Report is attached as Appendix 1 to this report.
- 2.2 The report provides information on the provision and sustainability of services across a range of client groups.
- 2.3 The account shows that there are concerns around the quality and sustainability of parts of the social care market, especially older people's nursing care in Leeds. The report, using the independent findings from Healthwatch Leeds, also notes both examples of good quality care in Leeds and concerns with the contracted domiciliary care market in the city.
- 2.4 The report sets out what Adults and Health are doing to address some of the quality issues with care services in the city and what the directorate is putting in place to support providers to address issues, improve quality and to improve their ratings during a CQC inspection.
- 2.5 The Council has a clear ambition to drive up the quality of services across the city so Leeds' citizens can be confident in their care choices. We will do this in six strategic ways:
- By working in partnership with the sector itself, so there is joint ownership and ambition to achieve and sustain high quality services.
 - By working effectively in partnership with key stakeholders such as the Care Quality Commission and the Leeds Clinical Commissioning Groups.
 - By investing additional resources in a Care Quality Team to create additional capacity and to provide high support with high challenge to those services needing to improve.

- To be intelligence-led in our prioritisation: using both hard and soft intelligence to prioritise who we work with including feedback from customers, carers and staff.
- Using the assets within Organisational Development and Skills for Care to put a strong focus on high calibre leadership in care services.
- Celebrating and sharing good practice as we find it.

2.6 The Quality Account outlines future plans for joint work with NHS colleagues to develop systems to further enhance quality and address any concerns and actions to enhance the Adult Social Care monitoring team to have a stronger focus on improving quality, such as:

- Implement a single provider and commissioner approach, including Adults and Health directorate and the Leeds Clinical Commissioning Groups to address contract monitoring and quality assurance issues especially in nursing homes.
- Enhance information collection and analysis to further inform risk based targeting of support to providers.
- Improve co-operation and information sharing between Adults and Health contracts monitoring and Clinical Commissioning Groups contract monitoring teams, including, improving multi-agency and multi-disciplinary assurance of, and support to, care providers.
- Focus on key issues including the leadership of care homes by supporting a registered managers' action learning network/ Leadership Academy. This has been identified as a key issue in the National CQC Quality of Care report 2015.
- To establish a new Quality Improvement Team, funded via the Social Care precept, to work with providers to enhance quality of services in the city.
- To work with those councils and providers who evidence best practice to ensure the dissemination of such practice to improve the quality of services in Leeds.
- To work with Scrutiny Board (Adults and Health) on implementing key actions

3. Corporate considerations

3.1 Consultation and Engagement;

3.1.1 The Quality Account is a report on factual information provided by external bodies and Adults and Health's response to this information. That information has been sourced from CQC's publically available data and Adults and Health monitoring staff directly from service users and carers.

- 3.1.2. Work arising from the actions noted in the report will be developed with citizens of Leeds, especially service users and carers.

5.2 Equality and Diversity / Cohesion and Integration;

- 5.2.1 The Adults and Health Directorate seeks to ensure that services are provided on the basis of identified need. Routes to access these services are expected to be fair and equitable and that social care support meets those needs in a manner that is appropriate to individual cultural, and ethnicity and any other protected characteristic requirements.
- 5.2.2 Adults and Health assures that it meets these requirements through the Equality Impact process, ensuring that all changes and developments within the Directorate's remit are appropriately and proportionately assessed. Such assessment seeks to identify whether barriers to the service for any specific equality group exist or may be created by changes to policy or services and where appropriate identifies what can be done to mitigate or remove those barriers prior to the decision making process.
- 5.2.3 The Equality Impact Assessment screening tool indicates that production of the Adults and Health Quality Account is unlikely to have a differential impact on any protected equality characteristics. There are no likely public concerns caused by the production of the document. The document contains only previously published materials. It will not create any impact upon how our services, commissioning or procurement activities are organised, provided, or located. It will not create any impact upon workforce or employment practices. The Quality Account will be published on the internet, distributed to key service user and carers groups, and will be made available in different languages and formats on request.
- 5.2.4 The Equality Impact Assessment Screening Tool for the Quality Account will be published on the Leeds City Council website and is attached as Appendix 2 to this report.

5.3 Council Policies and Best Council Plan;

- 5.3.1 The quality of the regulated care market in Leeds is a key aspect of the Leeds Best City Plan breakthrough project of making Leeds "The best place to grow old".
- 5.3.2 The Leeds Quality Account also fits with the refreshed Better Lives strategy, ensuring the diversity, quality and availability of care to meet a the diverse range of services required to support the strength based approach being introduced in Adult Social Care
- 5.3.3 Maintenance and improvements of quality in the regulated care sector also support the Leeds Health and Wellbeing Strategy 2016-2021, especially 'People's quality of life will be improved by access to quality services'

5.4 Resources and value for money;

- 5.4.1 The Quality Account provides information for local citizens and organisations which will help them to understand the overall quality of the market and the work

of Leeds City Council Adult Social Care in ensuring continuous improvement of the quality

5.5 Legal Implications, Access to Information and Call In

- 5.5.1 This report forms part of the work being undertaken by Adult Social Care to meet the Care Act duty placed on the local authority under section 5 of the Act to;
- .. promote diversity and quality in the provision of care in the regulated care market.*
- 5.5.2 This report introduces a document intended to inform local citizens about the overall quality of care in Leeds and the actions of Adult Social Care and partners to improve quality and contains no confidential or exempt information. All the information in the report is publically available in other forums.
- 5.5.3 As a report to Executive Board this decision is subject to call in.

5.6 Risk Management

- 5.6.1 There are no risk management implications arising from this report as all information is already in the public domain.

6.0 Conclusions

- 6.1 The Quality Account sets out the quality of services as reported from CQC data. It provides an indication of the regulated services available in the city, some comparison with other local authority commissioners, details of the CQC ratings for services in the city and the actions Adults and Health are taking to improve quality in the city. It should be noted that the data is constantly changing therefore the figures quoted in the report will quickly go out of date. However, it does give a good baseline which can be used to measure progress in the future.
- 6.2 It is the intention, once the Quality Account has been approved by the Executive Board, to share this with the Adults and Health Scrutiny Committee. Once it has been through this process, the report can be published on the Council's website as a public document.

7.0 Recommendations

- 7.1 The Executive Board is asked to note the contents of this report, support the work outlined to deliver improvements, and approve, for publication, the attached Adults and Health Quality Account for Leeds (Appendix 1).
- 7.2 The Head of Commissioning (Contracts and Business Development) for Adults and Health will ensure that the Quality Account 2017 is published on the Leeds City Council Website by the end of the calendar year.

8.0 Background documents¹

None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.