

Report of the Director of Adults and Health

Report to Scrutiny Board (Adults and Health)

Date: 13 March 2018

Subject: Care Quality Commission (CQC) – Adult Social Care Providers Inspection Outcomes November 2017 to January 2018

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
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 type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

1 Purpose of this report

- 1.1 The purpose of this report is to provide members of the Scrutiny Board with details of recently reported Care Quality Commission inspection outcomes for social care providers across Leeds and to provide general information on the CQC ratings for providers in the city.

2 Background

- 2.1 Established in 2009, the Care Quality Commission (CQC) regulates all health and social care services in England and ensures the quality and safety of care in hospitals, dentists, ambulances, and care homes, and the care given in people's own homes. The CQC routinely inspects health and social care service providers: publishing its inspection reports, findings and judgments.
- 2.2 To help ensure the Scrutiny Board maintains a focus on the quality of social care services across the City, the purpose of this report is provide an overview of recently reported CQC inspection outcomes for social care providers across Leeds.
- 2.3 During the previous municipal year (2015/16), a system of routinely presenting and reporting CQC inspection outcomes to the Scrutiny Board was established. The processes involved continue to be developed and refined in order to help the Scrutiny Board maintain an overview of quality across local health and social care service providers.

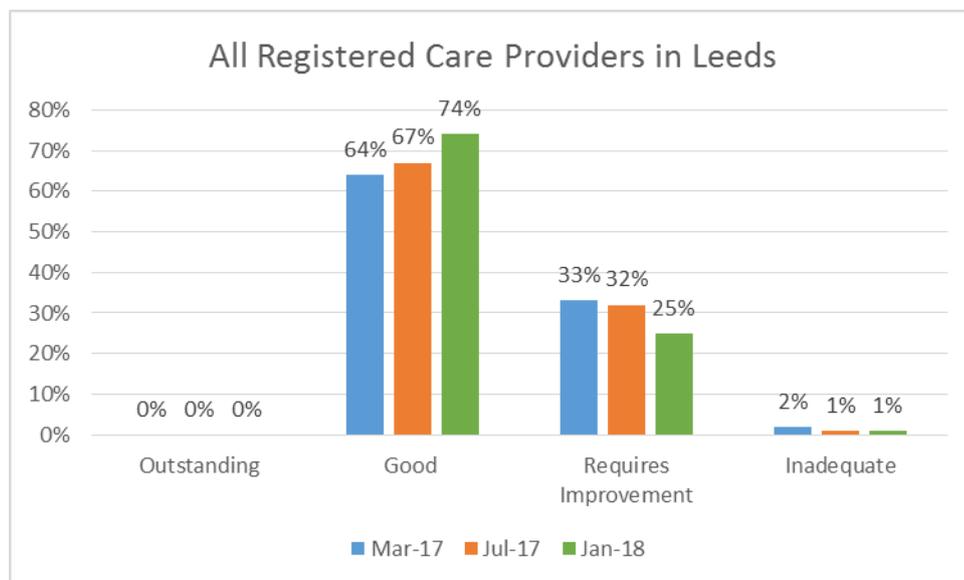
- 2.4 This report covers Adult Social Care providers, with a separate report being produced for regulated health care services. The report now outlines further detail on the CQC reports to include the outcome across all the five CQC domains of:
- Are they safe?
 - Are they effective?
 - Are they caring?
 - Are they responsive to people's needs?
 - Are they well-led?

3 Summary of main issues

CQC Inspection reports

- 3.1 Appendix 1 provides a summary of the inspection outcomes across Leeds published between November 2017 and January 2018.
- 3.2 It should be noted that the purpose of this report is only to provide a summary of inspection outcomes across health and social care providers in Leeds. As such, full inspection reports are not routinely provided as part of this report: However, these are available from the CQC website. Links to individual inspection reports are highlighted in Appendix 1.
- 3.3 During the November 2017 to January 2018 period CQC published 34 inspections. Of these services:
- 16 are rated Good.
 - 16 rated as Requires Improvement.
 - 2 were rated Inadequate.
 - 9 organisations have improved their rating since their last inspection, with 7 moving from Requires Improvement to Good and 2 from Inadequate to Requires Improvement.
 - 18 have remained at the same rating since their last inspection with 10 organisations receiving a Requires Improvement rating and 8 receiving a Good.
 - 3 organisations have received a lower rating with 2 moving from Good to Requires Improvement and 1 from Requires Improvement to Inadequate.
 - For 4 organisations it is their first inspection.
- 3.4 CQC supplies data to each Association of Directors of Adult Social Services regional forums on a quarterly basis. Whilst the information supplied for the Yorkshire and Humber region shows figures on a regional basis, it also shows that 8 Local Authorities have evidenced improvements in the CQC ratings in services rated Requires Improvement since July 2017 with Leeds seeing an improvement of 7%.

3.5 The following graph shows the ratings for all adults social care registered services in the city as stated by CQC over the last financial year. The graph shows that overall, the regulated services in the city have continued to improve with the number of providers obtaining a Good rating increasing by 10%, from 64% to 74% over this period and the number of providers receiving a Requires Improvement rating falling from 33% to 25%. The city does not currently have any providers who have achieved an overall rating of outstanding however, a number of providers have achieved ratings of outstanding in one of the domains that make up the overall rating.



3.6 The following figures show the ratings for older people's care homes in the city as at 31st January 2018:

All Older People's Care Homes

- 88 homes in total
- 53 rated Good – 60%
- 32 rated RI – 37%
- 2 rated Inadequate – 2%
- 1 not yet rated – 1%

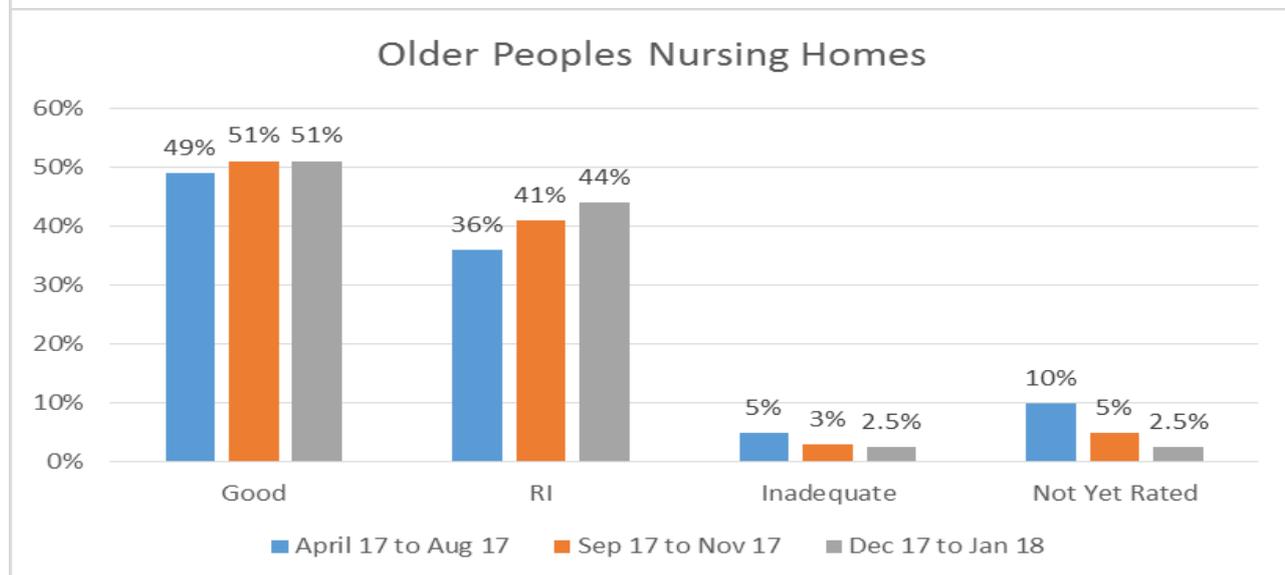
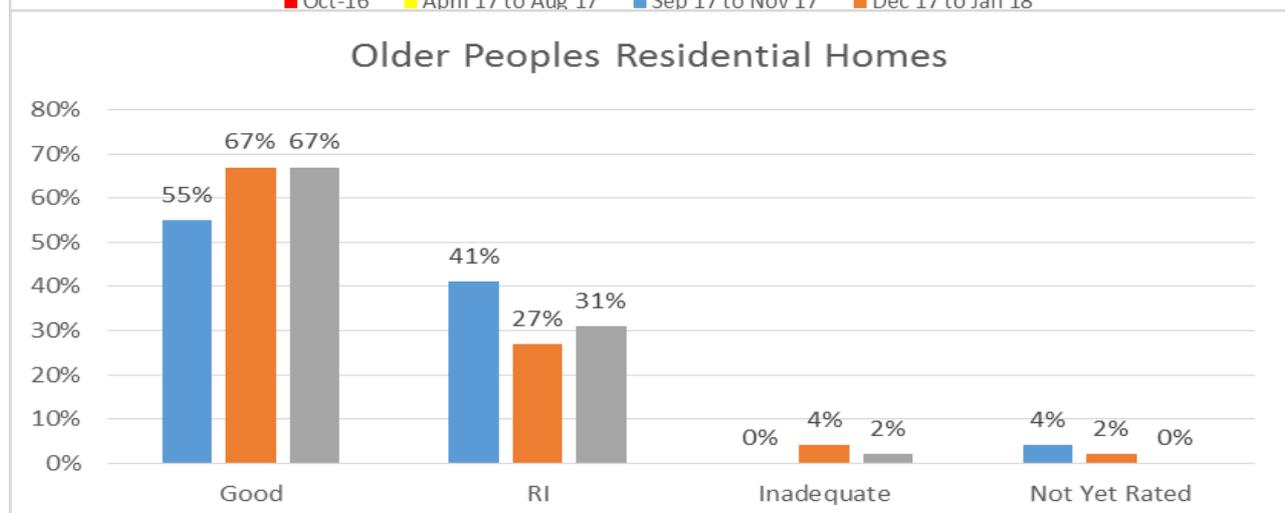
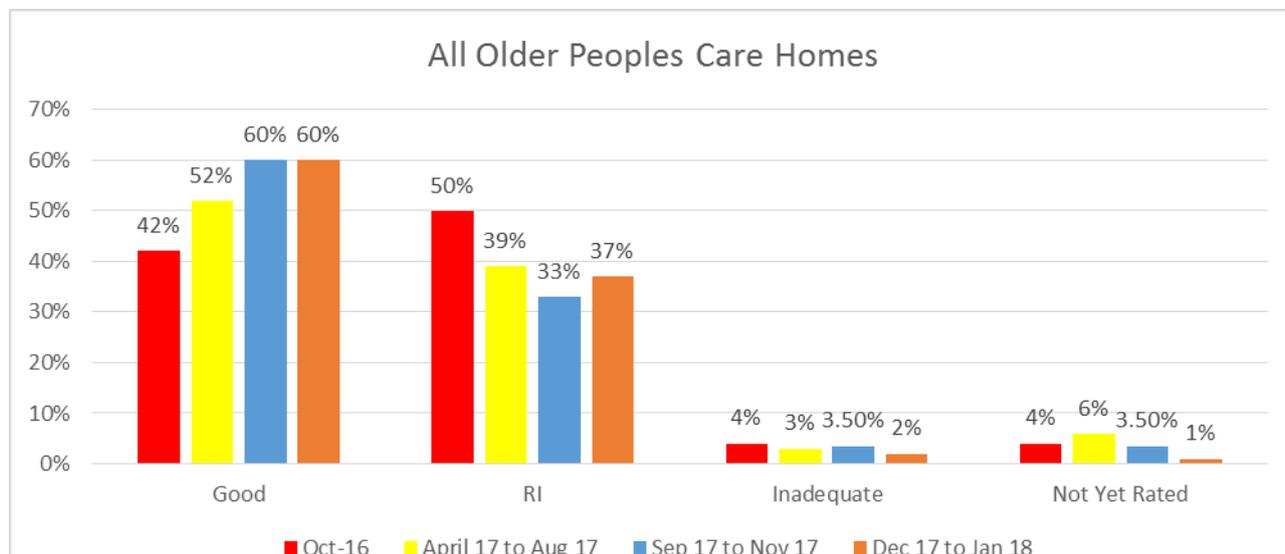
Residential Homes

- 49 homes in total
- 33 rated Good – 67%
- 15 rated RI – 31%
- 1 rated Inadequate – 2%

Nursing Homes

- 39 homes in total
- 20 rated Good – 51%
- 17 rated RI – 44%
- 1 rated as Inadequate – 2.5%
- 1 not yet rated – 2.5%

The following 3 graphs show the improved ratings for all care homes over the course of the last financial year. The “All Older People’s Care Homes” graph also shows the position as at October 2016 and shows the percentage of older people’s care homes receiving a rating of Good has risen from 42% in October 2016 to 60% to January 2018. Older people’s residential homes have shown the highest percentage increase in providers receiving a Good rating from CQC during 2017.



- 3.7 The Adults and Health Commissioning and Contracts Team continues to work with providers it contracts with to improve quality, including those who require improvement and detailed improvement plans are in place for any providers who are rated inadequate. The Directorate is currently in the process of appointing to the posts in the new Care Quality Team which will enable targeted support to assist care home manager to improve and sustain good quality care services.
- 3.8 At any one time during a year, Adults and Health will have approximately 2 to 3 care home providers where the local authority has suspended placements at a home. The period of suspension will vary, depending on the nature of the concerns and the actions taken by the home in addressing and rectifying the concerns. The suspension will remain in place until the Council is satisfied that the improvements have been sustained.
- 3.9 The main reasons why Adults and Health may suspend a contract with a provider are:
- An independent safeguarding investigation has commenced that indicates a current risk of harm to residents or a large scale safeguarding enquiry has commenced in relation to a particular service.
 - The CQC has confirmed they have either agreed a voluntary suspension of all admissions with the provider or issued any breach or enforcement orders to the provider or put the home into special measures.
 - The CQC has deemed the home to be 'Inadequate' overall.
 - The provider is in breach of any of the conditions of their contract with the Council or has caused the Council to issue a default notice or termination notice under the contract.
 - The provider has failed to comply with the monitoring process stated in the contract.
 - Any other circumstance that would give reasonable cause for the Deputy Director of Integrated Commissioning to decide to suspend the placement.
- 3.10 Currently, Adults and Health has a suspension in place with 3 care home providers which means that no new residents funded by the Council are being placed at these homes. Having identified the areas where the provider has failed to meet its contractual requirements, the Contracts Team in Adults and Health will ensure that the provider produces a Quality Improvement Plan. The team will actively monitor the progress made by the provider in implementing the required actions. With the introduction of the new Care Quality Team, Adults and Health will be able to provide further guidance and assistance to that care home to assist the home with their improvement journey.

4. Recommendations

- 4.1 That the Scrutiny Board considers the details presented in this report and determines any further scrutiny activity and/or actions as appropriate.

5. Background papers¹

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.

None.