

Report of the Director of Adults and Health

Report to Scrutiny Board (Adults, Health and Active Lifestyles)

Date: 26 June 2018

Subject: Care Quality Commission (CQC) – Adult Social Care Providers Inspection Outcomes (February 2018 to April 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: 10.4(3) Appendix number: 2	<input checked="" type="checkbox"/> Yes	<input 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 (2016/17), 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.

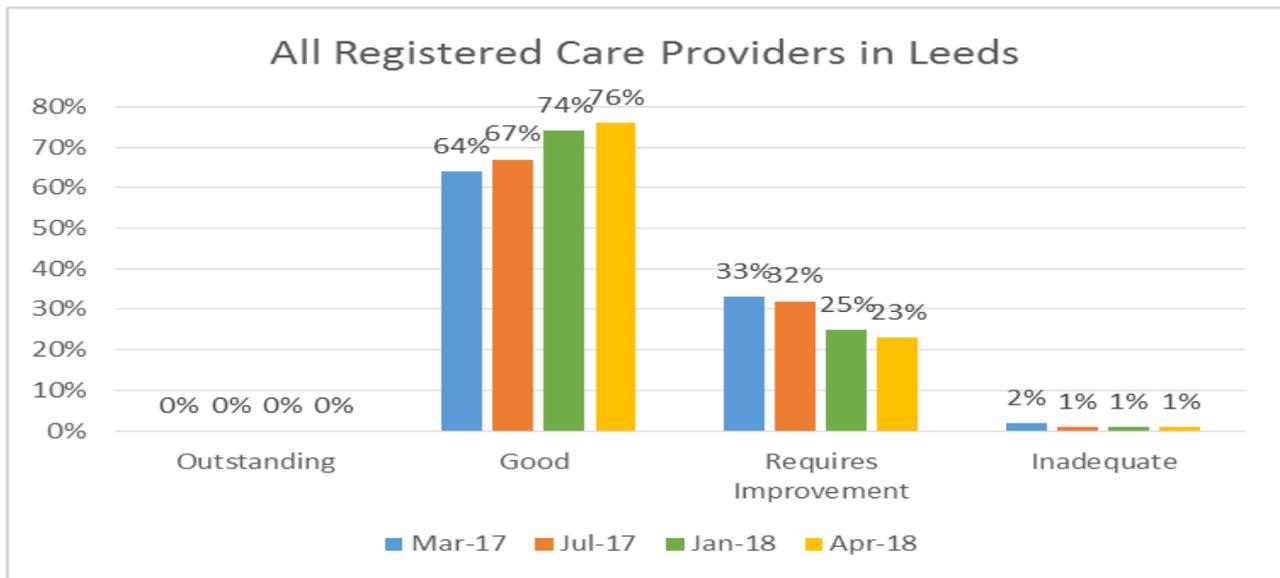
2.4 This report covers Adult Social Care providers, with a separate report being produced for regulated health care services. The report now outlines further detail on the CQC reports to include the overall outcome of each of the inspected services across all the five CQC domains of:

- 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 for adult care services across Leeds published between February 2018 and April 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 period covered by this report CQC published 28 inspections. Of these services:
- 15 are rated Good.
 - 12 are rated as Requires Improvement.
 - 1 is rated Inadequate.
 - 7 organisations have improved their rating since their last inspection, with all 7 moving from Requires Improvement to Good.
 - 15 have remained at the same rating since their last inspection with 7 organisations receiving a Good rating and 8 organisations receiving a Requires Improvement.
 - 3 organisations have received a poorer rating with 2 moving from Good to Requires Improvement and 1 from Requires Improvement to Inadequate.
 - For 3 organisations it is their first inspection.
- 3.4 The following graph show the ratings for all adults social care registered services in the city, which includes all care homes and home care organisations, as stated by CQC over the last financial year. The graph is shows that overall, the regulated services in the city have continued to improve with the number of providers obtaining a Good rating increasing by 2% since the last report from 74% to 76% and the number of providers receiving a Requires Improvement rating falling from 25% to 23% during this same period. 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.



3.5 The following figures show the ratings for older people’s care homes in the city as at the 30th April 2018.

All Older People’s Care Homes

- 88 care homes in total
- 55 rated Good – 62%
- 22 rated Requires Improvement – 26%
- 2 rated Inadequate – 2%
- 9 not yet rated – 10%

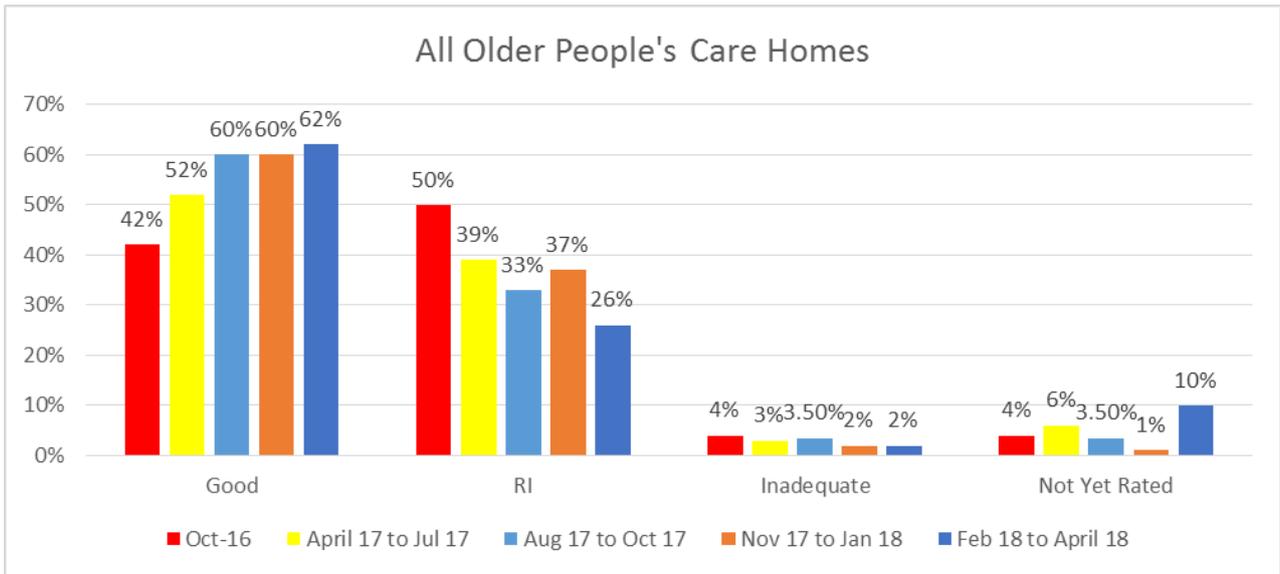
Residential Homes

- 50 homes in total
- 32 rated Good – 64%
- 12 rated Requires Improvement – 24%
- 1 rated Inadequate – 2%
- 5 not yet rated – 10%

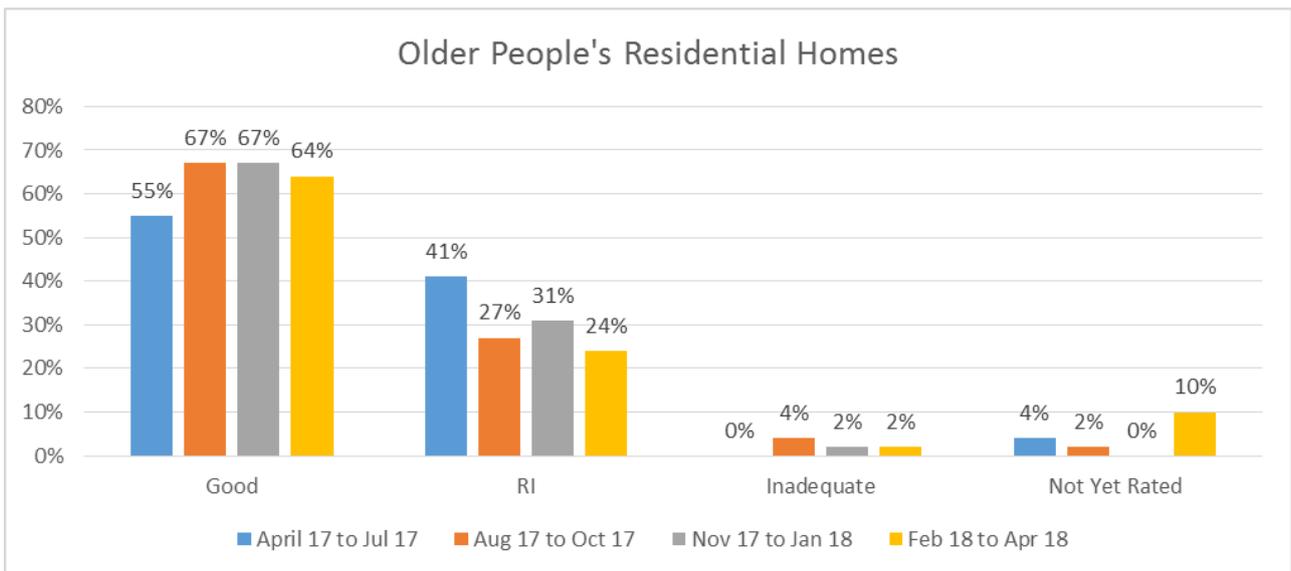
Nursing Homes

- 38 homes in total
- 23 rated Good – 58%
- 10 rated Requires Improvement – 29%
- 1 rated as Inadequate – 2.5%
- 4 not yet rated – 10.5%

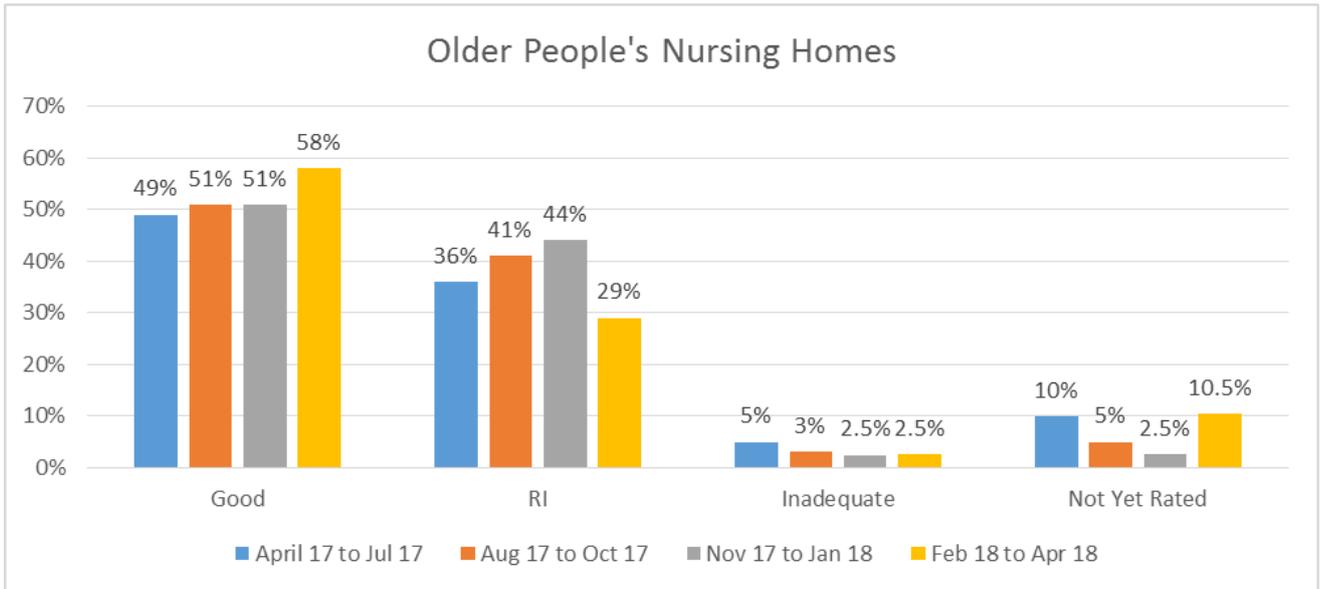
3.6 The following 3 graphs show the improved ratings for all care homes since the last report and over the course of the last financial year. The “All Older People’s Care Homes” graph also shows the position as at October 2016 and shows the percentage of older people’s care homes receiving a rating of Good has risen from 42% to 63% to April 2018 (a 2% increase since the last reporting period).



3.7 During the reporting period (Feb 18 to Apr 18), a new care home opened in the city providing residential and dementia services (Wykebeck Court in Harehills operated by BUPA). This home has not yet been rated by the CQC. During the same period a nursing home closed (Southlands Nursing Home in Roundhay). Therefore, the total number of care homes for older people in the city remains at 88. Members will note that the percentage of homes rated at Requires Improvement has decreased significantly over the last period whereas, the number of homes not yet rated has increased in the same manner. This can be explained by the number of homes changing company name during the reporting period which results in CQC listing these as a new provider on their system and archiving the previous rating for that home. During the reporting period, 7 homes have had a change of company name, with 5 of these being acquisitions of the care home by another company and 2 being a change of company name.

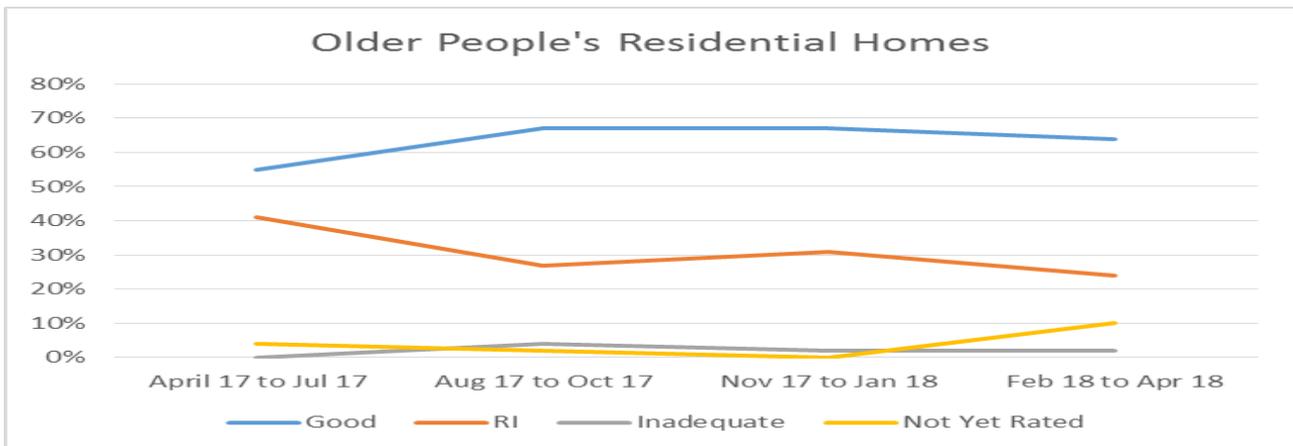
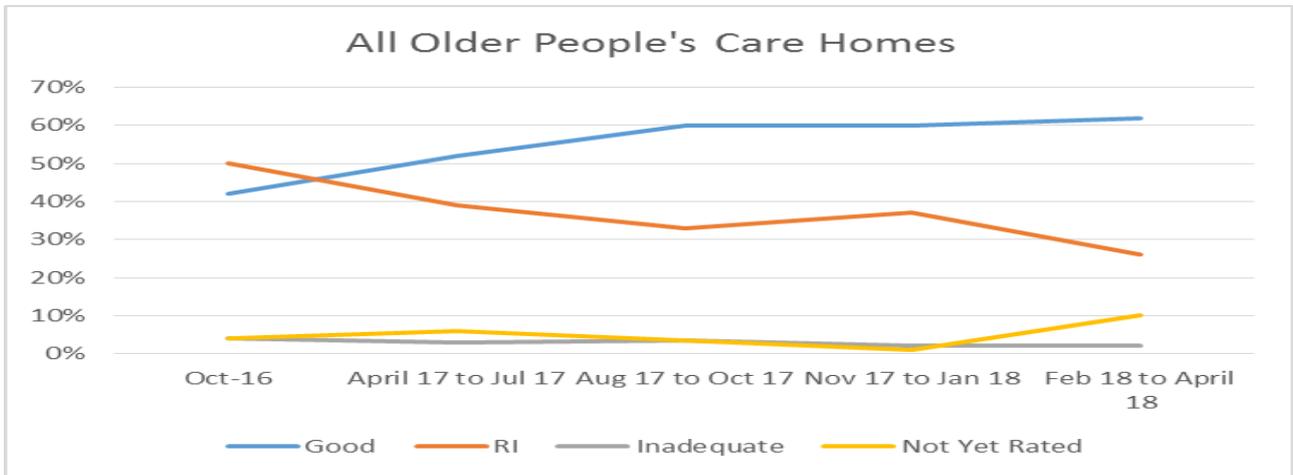


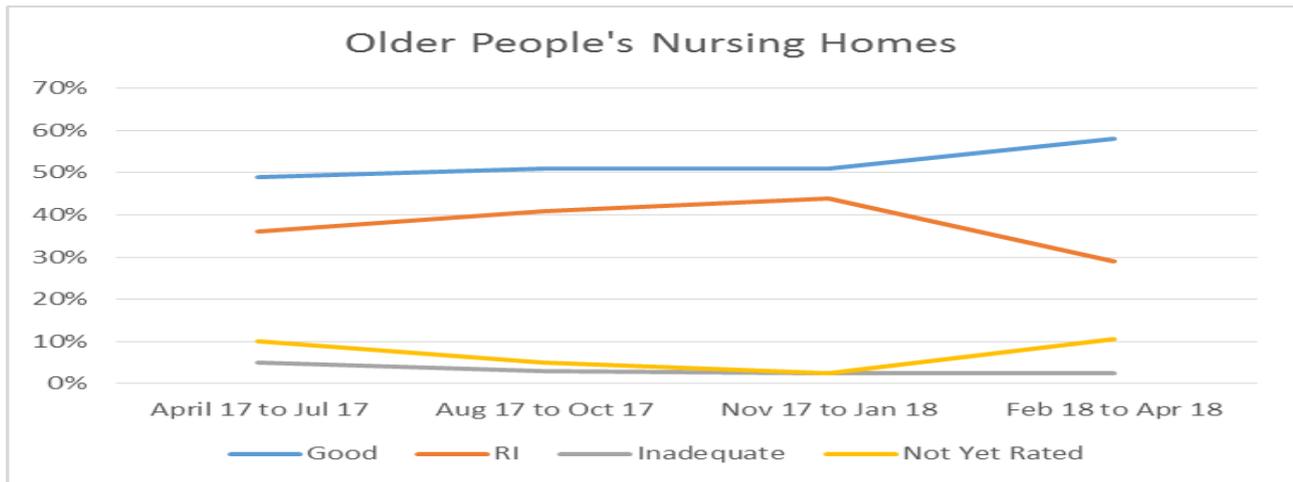
3.8 As stated above, the increase in the percentage of homes not yet rated is mainly due to the fact that 4 residential homes have changed their company name and the opening of the new residential home (two of these care homes were previously rated as Good).



3.9 Again, 3 nursing homes have had a change of provider during the reporting period hence the increase in the number of homes classified as not yet rated. Also, the overall number of nursing homes has decreased by one in the same period leaving a total of 38 long stay older people’s nursing homes in the city.

3.10 The following three charts show the trend data for care home ratings over the last year (and since October 2016 for “All Care Homes”):





- 3.11 The overall picture during the year is that independent sector care homes have steadily improved their ratings during this period. The main reason for the slight fall in Good ratings for Residential homes during the last quarter of the financial year is mainly due to the fact that two care homes who were previously rated Good changed their company name during this period and therefore their rating changed from Good to Not Yet Rated.
- 3.12 At the end of April 2018, Adults and Health have contracts with two care homes suspended due to the quality of care being provided at those establishments. This means the homes are not able to take any new local authority funded residents whilst the suspension is in place. The intention is to give the homes the time to make and sustain the necessary improvements. Both care homes currently suspended are nursing homes. Details of these homes can be found in the Confidential Appendix 2.
- 3.13 During the last quarter, Adults and Health and the CCG lifted the suspension of placements at Donisthorpe Hall Nursing Home in April 2018, following the monitoring team finding sufficient evidence of improvements in the service being implemented and sustained. The issues facing Donisthorpe Hall have previously been reported to the Scrutiny Board with the contract with the home having been suspended for a considerable period of time and facing possible CQC action. The management of the home and Board of Trustees have worked extremely hard to improve the quality of the service provided at the home which has resulted in the CQC withdrawing their enforcement action and awarding an improved rating of Requires Improvement. Both the Council and the CCG have provided considerable input to Donisthorpe Hall to assist with their improvement journey over the last year, which has included guidance and advice on best practice for clinical and social care matters and the management of risk within the home. The home is continuing to show further improvements and will be closely monitored over the next six months.
- 3.14 As mentioned in 3.7 above, Adults and Health are now working much more closely with the Leeds CCG Quality Teams to monitor and assess the quality of care homes in the city. To ensure our systems are as integrated as possible, Adults and Health and the CCG have established a joint Care Homes Quality Steering Group to oversee the quality of services being provided in older people's care homes. This Group will be chaired by the Deputy Director of Integrated Commissioning, with senior managers from both organisations contributing to its work. The Board will have oversight of the Care Homes Quality Development Programme which has been

formulated from the work undertaken as part of the One City Care Homes project. To further integrate our quality monitoring systems officers from Adults and Health and the CCG have been working to develop single integrated processes and procedures such as the care home suspension process and the enhanced surveillance process which the CCG use to report issues through their governance system and to NHS England.

3.15 A major workstream of the One City Care Home Quality & Sustainability Project was to create a Care Quality Team which would be the Council's contribution to independent sector providers to support care homes in the city to improve their quality ratings and deliver high quality care to residents by acting as a critical friend to care home managers. Following a full recruitment process, the majority of posts within the team have now been recruited to (see Appendix 3 for team structure). The remaining Care Quality Officer role still to be recruited will be offered within the directorate as a secondment opportunity once the team is settled. The team members have an extensive knowledge of care home operation which ranges from contract management, quality assurance systems and care home management experience. The new team members are currently undertaking their induction process and have already started to visit care homes who are currently experiencing problems with the quality of their service.

3.16 The Team's work will fall broadly into two areas:

- Remedial work – High levels of involvement with individual services to help them address their poor CQC ratings.
- Overarching preventative work across all services to prevent a fall in ratings and develop a culture of continuous service improvement.

3.17 The Care Quality Team's work programme for the first few months following their induction, will include:

- The development of a risk based approach to identifying those homes that are currently providing poor quality and or who are at risk of the quality of their service deteriorating.
- Research into current best practice developed in other areas of the country and how this could be applied with care home in the city.
- The development of a work plan to target resources at those homes which currently require assistance to improve their service.
- The formation of relationships with other professionals involved with care homes e.g. CQC, the CCG Quality Team, health professionals together with those providers who have been selected to work with initially.

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

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.