

**Report of the Director of Adults and Health**

**Report to Scrutiny Board Adults, Health & Active Lifestyles**

**Date: 18 September 2018**

**Subject: Care Quality Commission (CQC) – Adult Social Care Providers Inspection Outcomes May 2018 to July 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

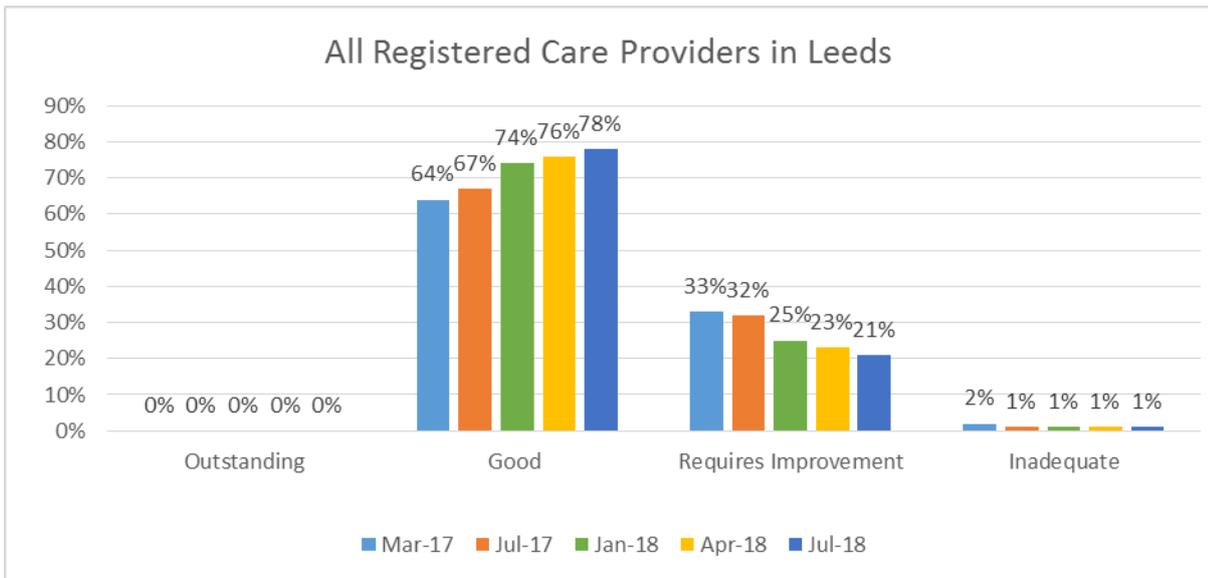
3.1 Appendix 1 provides a summary of the inspection outcomes for adult care services across Leeds published between May 2018 and July 2018.

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.

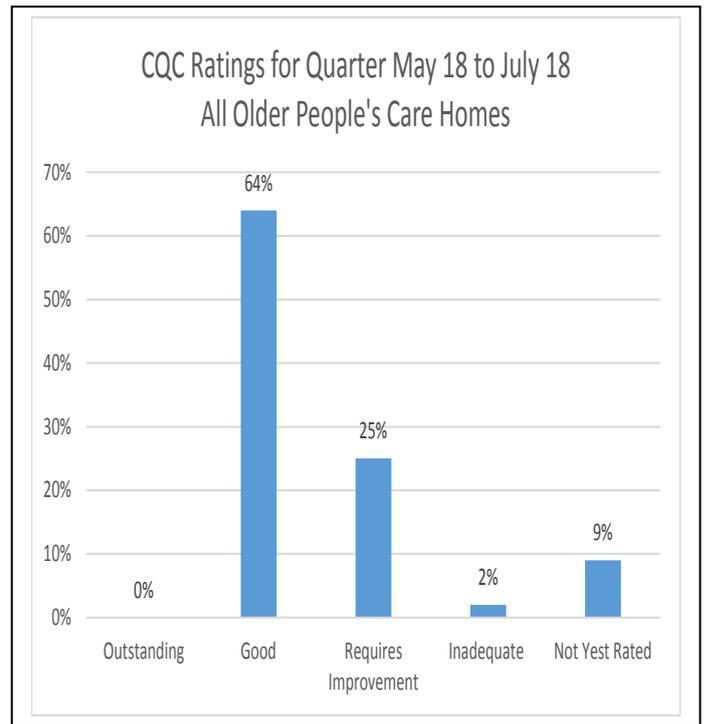
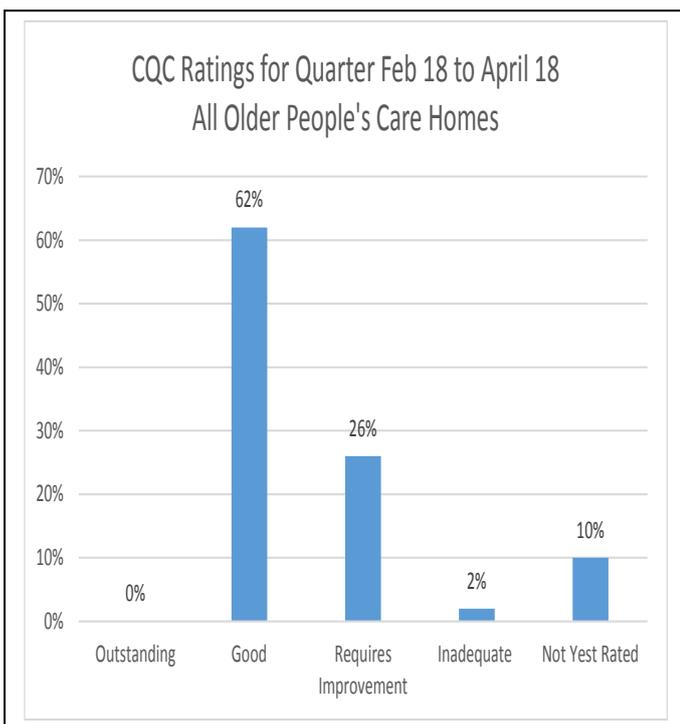
3.3 During the period covered by this report CQC published 41 inspections. Of these services:

- 25 are rated Good.
- 15 are rated as Requires Improvement.
- 1 is rated Inadequate.
- 11 organisations have improved their rating since their last inspection, with 10 moving from Requires Improvement to Good and 1 from Inadequate to Requires Improvement.
- 17 organisations have remained at the same rating since their last inspection with 12 receiving a Good rating and 5 receiving Requires Improvement.
- 5 organisations have received a poorer rating with 4 moving from Good to Requires Improvement and 1 from Requires Improvement to Inadequate.
- For 8 organisations it is their first inspection.

3.4 The following chart shows the ratings for all adults social care registered services in the city who have been inspected, which includes all care homes and home care organisations, as stated by CQC over the last financial year. The chart 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 76% to 78% and the number of providers receiving a Requires Improvement rating falling from 23% to 21% during this same period. The city does not currently have any providers that 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 two Charts show a comparison of ratings from the previous quarter for all older people’s care homes. The percentage of older peoples care homes rated Good by CQC, rose by 2% in the current quarter:



3.6 The following figures show the ratings for older people’s care homes in the city as at the 31<sup>st</sup> July 2018:

#### All Older People’s Care Homes

- 88 care homes in total
- 56 rated Good – 64%
- 22 rated Requires Improvement – 25%
- 2 rated Inadequate – 2%
- 8 not yet rated – 9%

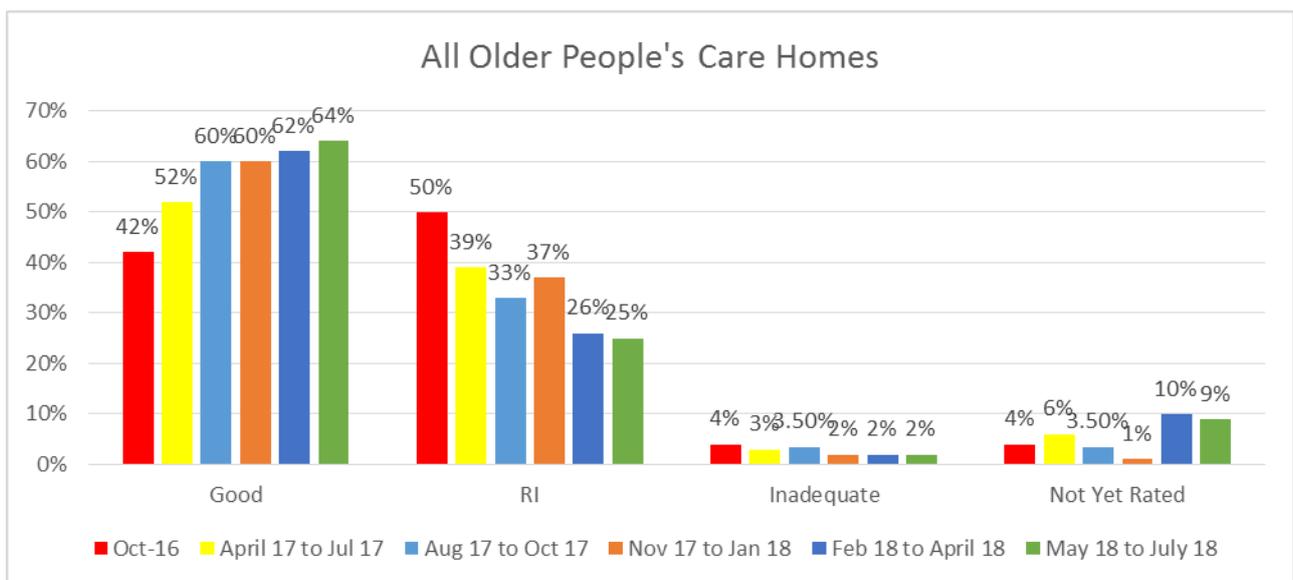
## Residential Homes

- 50 homes in total
- 34 rated Good – 68%
- 10 rated Requires Improvement – 20%
- 2 rated Inadequate – 4%
- 4 not yet rated – 8%

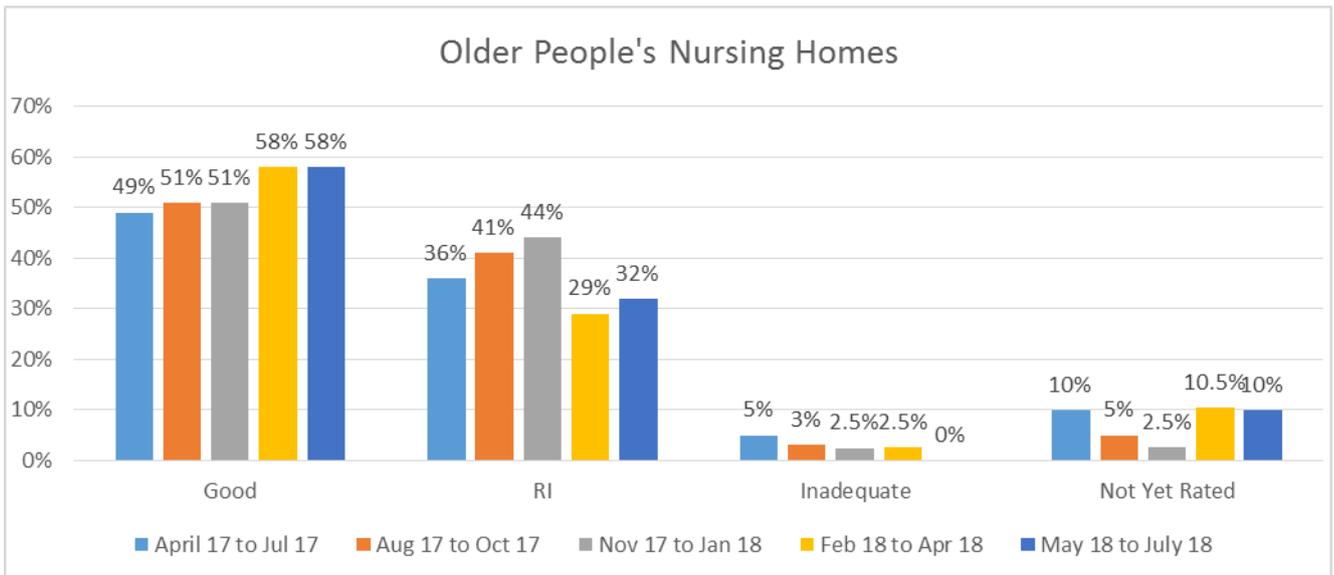
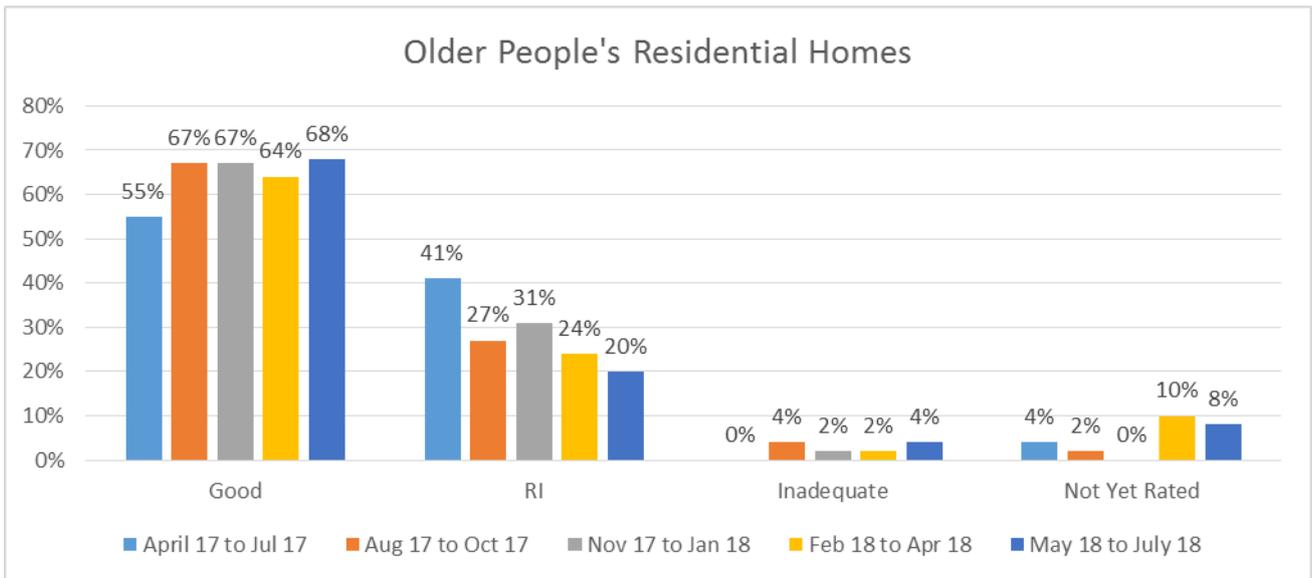
## Nursing Homes

- 38 homes in total
- 22 rated Good – 58%
- 12 rated Requires Improvement – 32%
- 0 rated as Inadequate – 0%
- 4 not yet rated – 10%

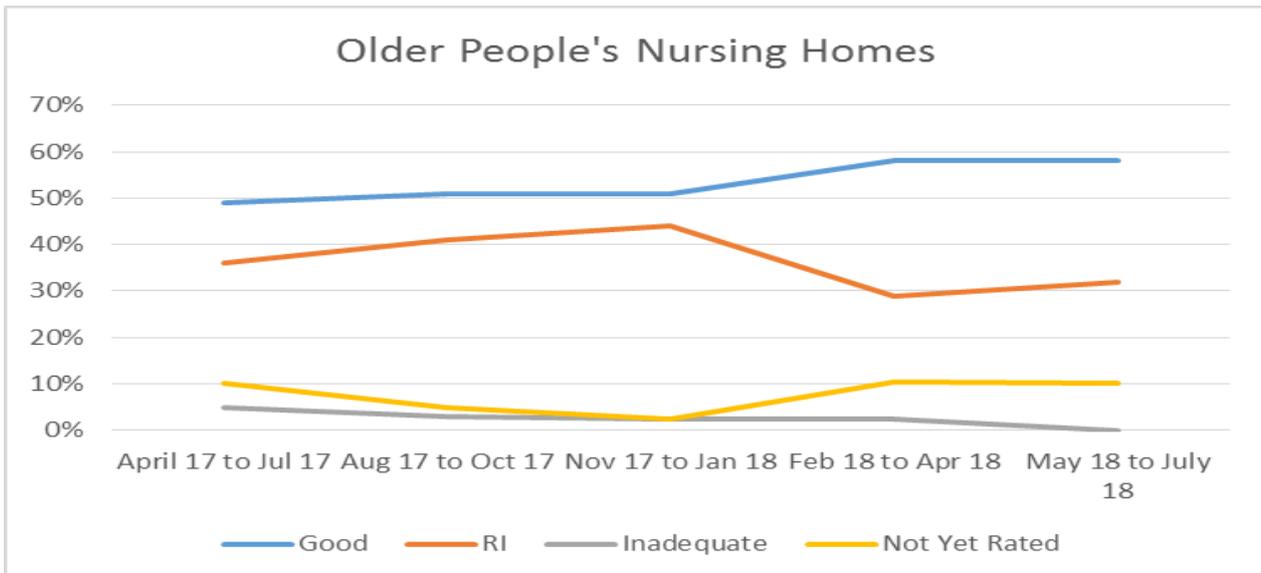
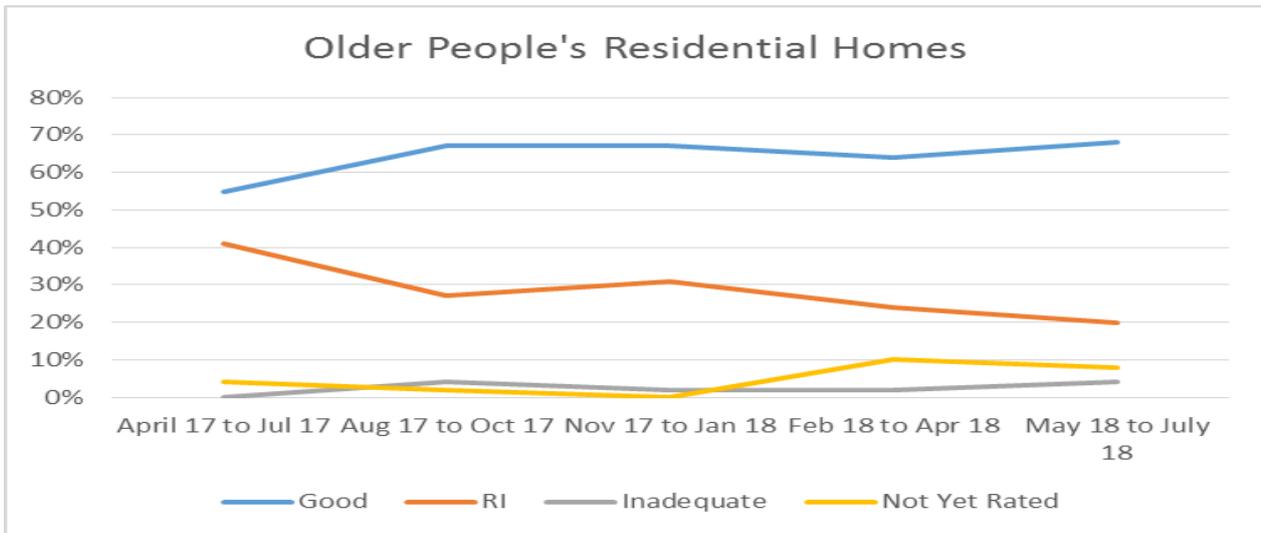
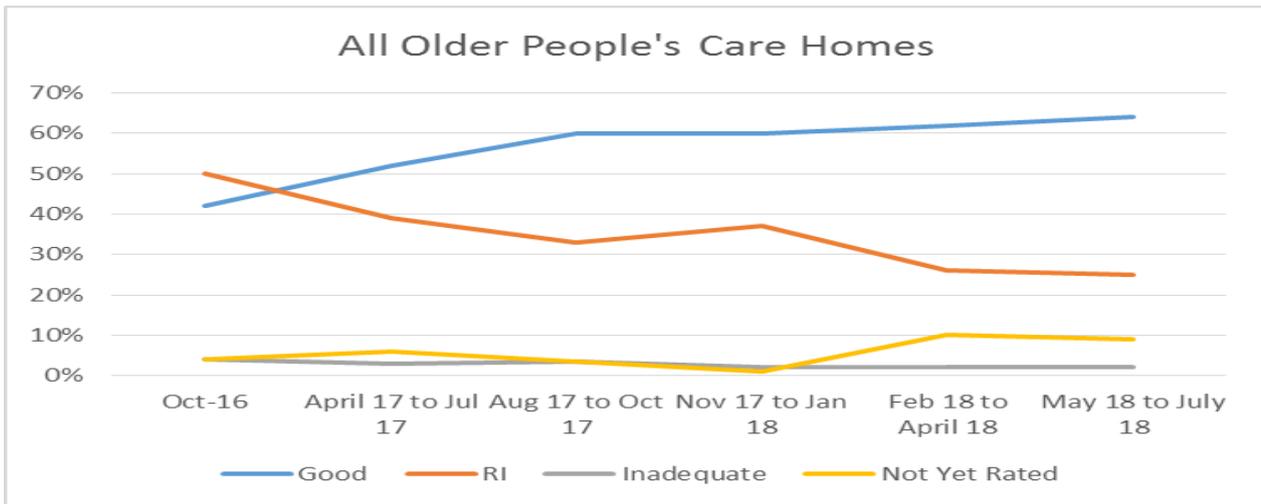
3.7 The following 3 graphs show the improved ratings for all care homes since the last report and over the course of the last financial year. The “All Older People’s Care Homes” graph also shows the position as at October 2016 which indicates the percentage of older people’s care homes receiving a rating of Good has risen from 42% to 64% in July 2018 (a 2% increase since the last reporting period).



During the reporting period (May 18 to July 18), there have been no changes to the overall number of older people’s care homes in the city.



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



The overall picture during the year is that independent sector care homes have steadily improved their ratings during this period and this trend has continued during the last quarter period.

3.9 The position in relation homes who are suspended by the local authority has not changed since the last report to the Scrutiny Board. At the end of July 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. Details of these homes can be found in the Confidential Appendix 2.

- 3.10 Adults and Health continue to work closely with the Leeds CCG Quality Teams to monitor and assess the quality of care homes in the city and continue to develop our systems through the recently established Integrated Care Homes Quality Development Board to oversee the quality of services being provided in older people's care homes. This Board has representatives from the CCG, Adults and Health, Age UK, Independent Sector Providers and Healthwatch and will meet bi-monthly. This Board is chaired by the Deputy Director of Integrated Commissioning and will have oversight of the Care Homes Quality Development Programme which has been established to oversee the implementation of actions arising from the One City Care Homes project.
- 3.11 The members of the new Care Quality Team have now been through their induction and are now actively working with 3 care homes in the city to support them to improve the quality of the care services they deliver. The team has also taken part in the launch events for care homes mentioned in 3.9 above.

#### **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 papers<sup>1</sup>**

None.

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<sup>1</sup> 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.