



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

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

**Date: 15 January 2019**

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

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|--|---|--|
| Are specific electoral Wards affected?<br>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?<br>If relevant, Access to Information Procedure Rule number: 10.4(3)<br>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 A system of routinely presenting and reporting CQC inspection outcomes to the Scrutiny Board has now been established. The processes involved continues to be developed and refined in order to help the Scrutiny Board maintain an overview of quality across local 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 August 2018 and October 2018.

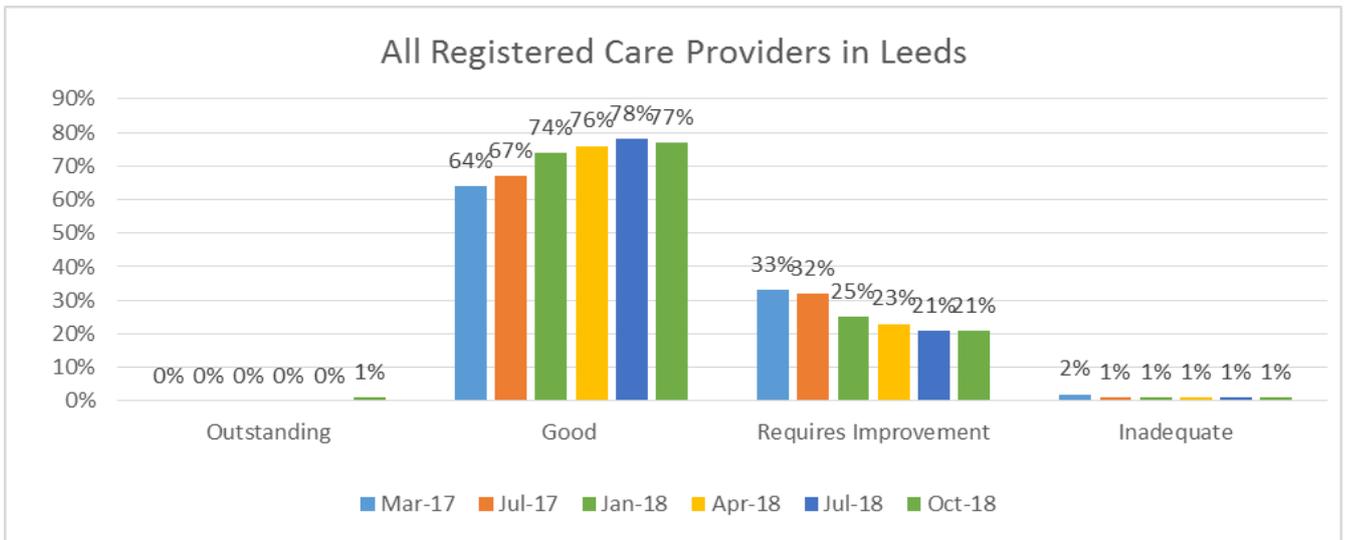
3.2 It should be noted that the purpose of this report is only to provide a summary of inspection outcomes across health and social care providers in Leeds. As such, full inspection reports are not routinely provided as part of this report. However, these are available from the CQC website. Links to individual inspection reports are highlighted in Appendix 1.

3.3 During the period covered by this report CQC published 39 inspections. Of these services:

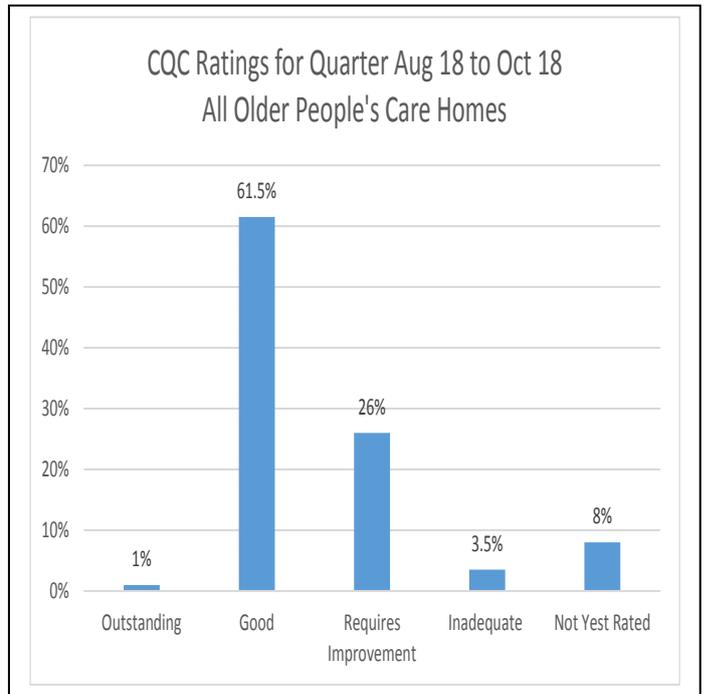
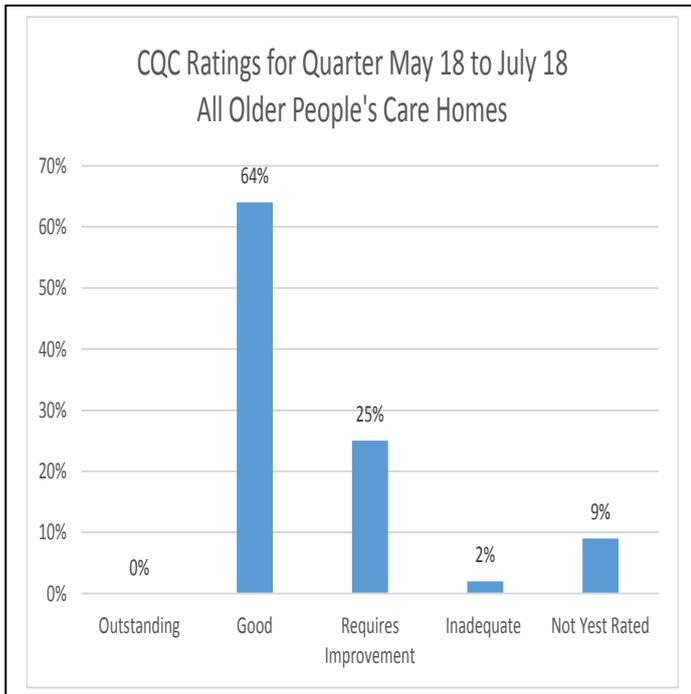
- 2 are rated Outstanding.
- 25 are rated Good.
- 10 are rated as Requires Improvement.
- 2 are rated Inadequate.
- 9 organisations have improved their rating since their last inspection, with 6 moving from Requires Improvement to Good and 1 from Inadequate to Good and 2 from Good to Outstanding.
- 18 organisations have remained at the same rating since their last inspection with 14 receiving a Good rating and 4 receiving Requires Improvement.
- 4 organisations have received a poorer rating with 3 moving from Good to Requires Improvement and 1 from Requires Improvement to Inadequate.
- For 8 organisations it is their first inspection.

3.4 Leeds now has its first two registered services who have been rated as Outstanding. These services are Pennington Court Nursing Home which is operated by Westward Care Ltd and is a 62 bed nursing home for older people located in Beeston and Dolphin Lane Care Home which is operated by J C Care Ltd, part of the Priory Group, and is a 15 bed residential care home for adults under 65 with learning disabilities located in Thorpe near Wakefield.

3.5 The following chart shows the ratings for all adult social care registered services in the city who have been inspected, which includes all care homes and home care organisations, as stated by CQC in their local area profile. The chart shows that there has only been a slight change in one area during this quarter with a slight drop in the homes rated Good, as well as the first two care homes that are rated as Outstanding overall.



3.6 The following two Charts show a comparison of ratings from the previous quarter for all older people’s care homes:



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

#### All Older People’s Care Homes

- 88 independent sector care homes in total
- 1 rated Outstanding – 1%
- 54 rated Good – 61.5%
- 23 rated Requires Improvement – 26%
- 3 rated Inadequate – 3.5%
- 7 not yet rated – 8%

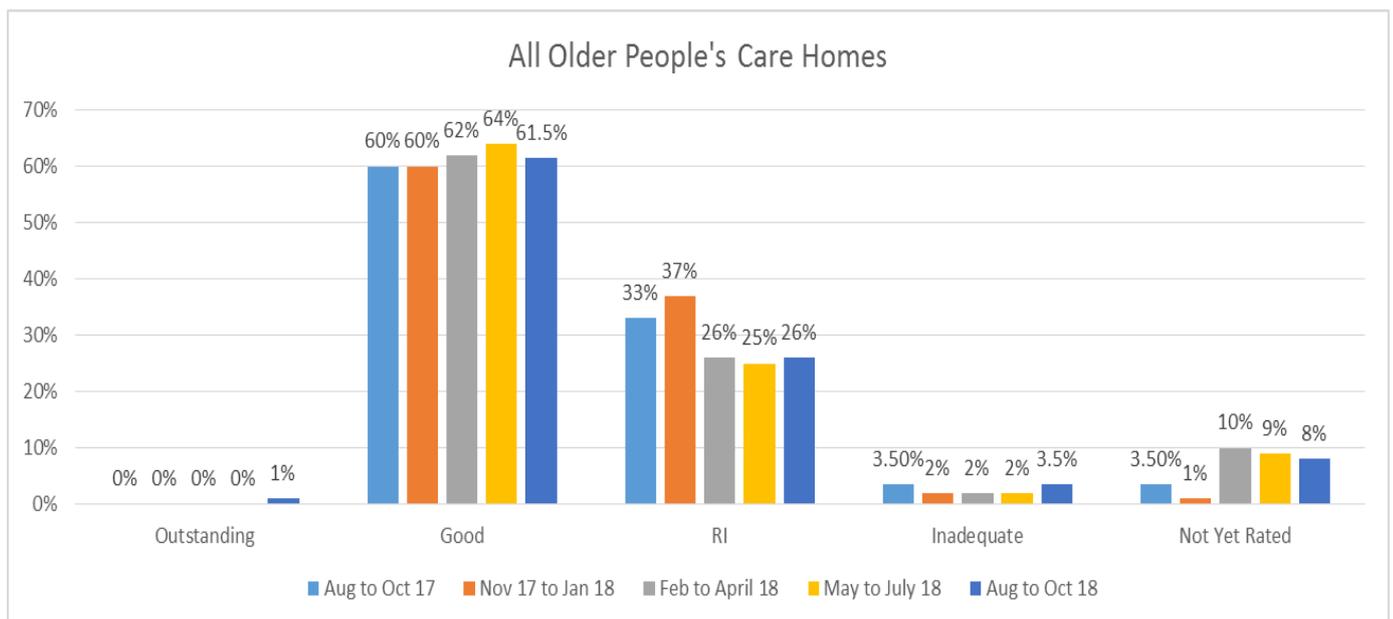
## Residential Homes

- 50 independent sector care homes in total
- 34 rated Good – 68%
- 8 rated Requires Improvement – 16%
- 2 rated Inadequate – 4%
- 6 not yet rated – 12%

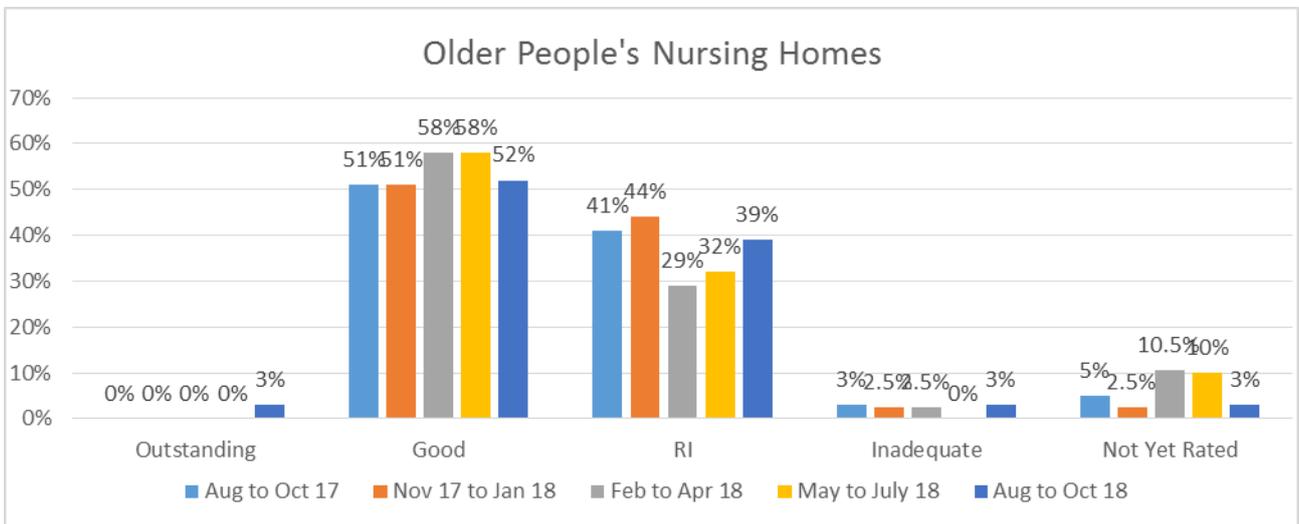
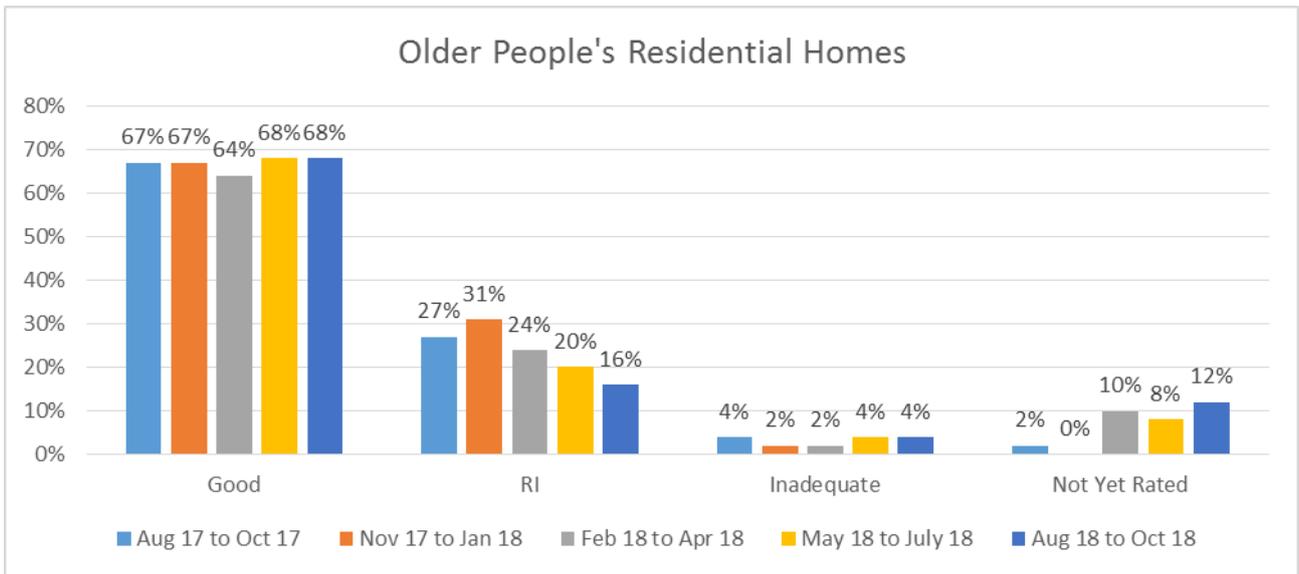
## Nursing Homes

- 38 independent sector care homes in total
- 1 rated Outstanding – 3%
- 20 rated Good – 52%
- 15 rated Requires Improvement – 39%
- 1 rated as Inadequate – 3%
- 1 not yet rated – 3%

3.8 The following 3 graphs show ratings for all independent sector care homes since the last report and over the course of the last financial year.

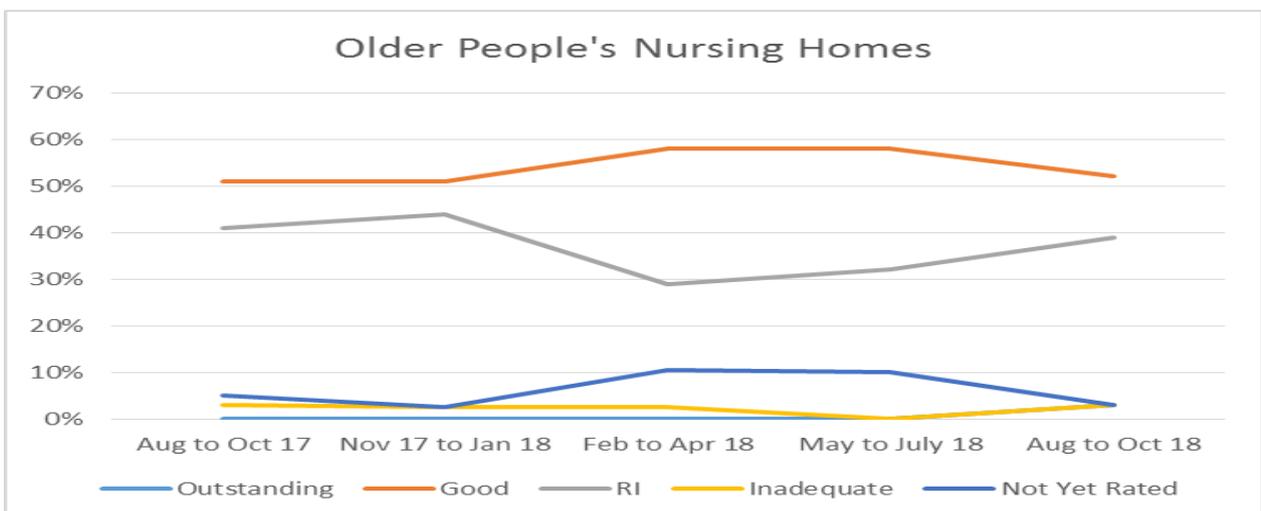
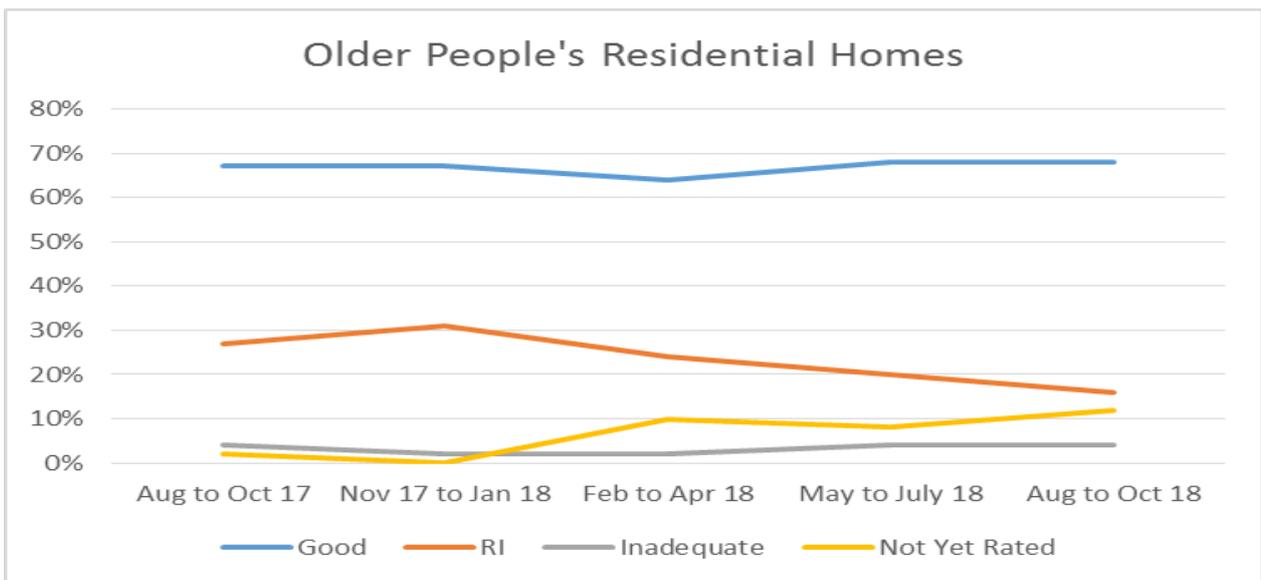
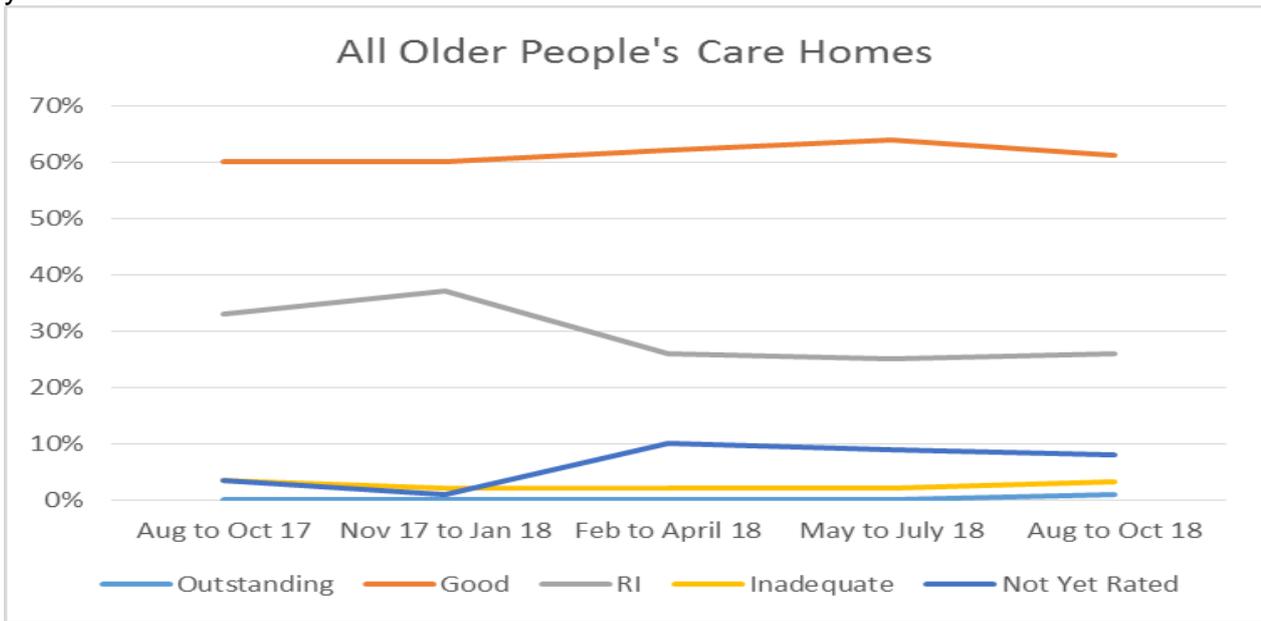


During the reporting period (August 18 to October 18), there have been no changes to the overall number of older people's care homes in the city. The percentage of good rated care homes has decreased slightly this quarter as there has been one care home which has moved from Good to Outstanding and 3 previously Good rated care homes (2 residential and 1 nursing) who have now become Not Yet Rated where there has been a change of provider.



\*the slight drop in nursing homes rate Good is due to the fact that one previously Good rated care home is now Outstanding and one has now become not yet rated due to a change of provider.

3.9 The following three charts show the trend data for care home ratings over the last year:



- 3.10 Since the last report, Adults and Health have lifted a suspension on one home however, a further two homes have had a suspension imposed due to inadequate CQC ratings. At the end of October 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.
- 3.11 During the last quarter, both the Council and the CCG have been working closely with residents of Radcliffe Gardens Nursing Home in Pudsey to ensure that care for the residents is maintained despite actions of the care company who operate this home. Further details of this home and actions taken can be found in Appendix 2.
- 3.12 As part of the One City Care Home project, a number of workstreams have within the Quality Action Plan are now being commenced/implemented in the city:
- Trusted assessor model – The Trusted Assessor scheme has been agreed by the system (Adults and Health, CCGs, LTHT, LYPFT and care Providers) and is being introduced in partnership with the Leeds Care Association (LCA). The model will operate through two dedicated workers employed through LCA who will be able to undertake assessments on patients in hospital to facilitate early discharge of those patients directly to a care home placement. This will avoid delays being caused through the requirement for care home managers to physically attend the hospital to carry out an assessment prior to a person moving in to their care home.
  - React To Red Campaign – This is a national campaign to prevent avoidable pressure ulcers in the community is one of the biggest challenges that care organisations face and estimated to cost the NHS and care organisations approximately £6.5 billion per year. React to Red Skin is an education campaign across health and social care and is a train the trainer approach to champion carers to recognise risk and prevent pressure ulcers developing. The CCG, supported by Adults and Health have held a number of workshops for care home providers in the city to introduce the programme and ongoing evaluation will take place to assess its success.
  - Care Quality Team – The Care Quality Team has now been established and has been fully recruited to. The team are now working with a number of care homes to assist with their improvement plans. The team currently has a dedicated member of staff to assist homes with improving dementia care and the introduction of dementia mapping which is a technique to put the right interventions in place for a person with dementia through observing personal detracting and personally enhancing behaviours which may be exhibited in the care home environment.
  - Support for care home staff in relation to mental health of residents – The Enhanced Care Homes Team run through LYPFT is now fully operational and is providing support for care homes for people with dementia who have been discharged from a hospital bed to ensure a smooth transition for the resident in to the care home and an ability to ensure the placement can be maintained.

3.13 Adults and Health continue to work closely with the Leeds CCG Quality Team 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. Much greater emphasis is placed on ensuring that issues in relation to the sector are considered on a system wide basis including full involvement of the independent sector care home providers.

#### **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.