

1 December 2014**Agenda Item:11****REPORT OF THE SERVICE DIRECTOR FOR ACCESS AND PUBLIC
PROTECTION****CARE HOME PROVIDER SUSPENSIONS****Purpose of the Report**

1. The purpose of the report is to give an overview of live suspensions of care home provider contracts in Nottinghamshire.

Information and Advice

2. Nottinghamshire County Council places significant emphasis on monitoring the standard of the care which it commissions through independent sector providers, and supporting providers to make improvements. The authority undertakes this monitoring work in partnership with other agencies, including the relevant Clinical Commissioning Groups, Healthwatch, and on occasion, the Care Quality Commission (CQC), and shares information routinely with these organisations to build up a rich picture of risk levels and impact on outcomes for service users.
3. As reported to ASCH Committee in June 2014, as part of the recent restructure of Adult Social Care, Health & Public Protection department, the Quality & Market Management group was created to reflect the importance that the authority places on monitoring and improving the quality of adult care in Nottinghamshire through this partnership approach with other agencies.
4. Quality development staff undertake routine audits for all older people's care homes within Nottinghamshire on an annual basis to inform the allocation of a 'banding' to which a fee level is attributed. The same staff also undertake audits for younger adult's care homes and both work programmes are determined and managed through a risk based approach. Since April 2014, these work programmes have been conducted in partnership, where possible, with quality monitoring staff from the appropriate Clinical Commissioning Group (CCG), which enables both health and social care commissioners to identify and act on shortfalls in outcomes for people in partnership.
5. Concerns expressed by service users, care workers, professionals and other agencies; safeguarding referrals; and inspections by CQC result in additional responsive visits by Nottinghamshire County Council and CCGs. The authority and health partners might at this point issue an improvement notice, which is warranted where a breach of respective contracts has been evidenced. If subsequent improvement is not forthcoming, or is

protracted, and there continue to be significant potential of or actually evidenced poor outcomes for service users, then the authority and health partners jointly may move to a position of suspending the contract with the provider. This means that no further authority and CCG-funded service users can be placed in that facility to enable the provider to focus on making improvements. A voluntary undertaking not to admit people who fund their own care and support to the service might also be sought from the provider. Whilst this is not a legally binding, it does signal a more positive approach to partnership working and commitment to improve from the provider. It does not exclude the formal contract suspension being evoked at a later point.

6. The authority's Care & Support Services Directory, which provides information for people researching services, provides the following information on and explanation of suspensions:

While all care homes/care homes with nursing are required to be registered with the Care Quality Commission, if we are contributing to your care fees, then we will have a separate agreement in place with the care home/care home with nursing. This is done to ensure that the Council and the care home/care home with nursing know exactly what is required from the service.

Occasionally it may be necessary to temporarily suspend placements into a care home/care home with nursing.

This may be done for a variety of reasons:

- *to investigate a concern*
- *to allow time for improvements to be made*
- *to take the pressure off a care home/care home with nursing if they are experiencing a problem.*

Sometimes a care home/care home with nursing itself may request a temporary suspension of placements so that it can make changes.

While a placement suspension is in place no further local authority placements will be made to the care home/care home with nursing and alternative placements should be sought.

If there are serious concerns about a care home/care home with nursing, residents and/or their relatives will be informed of the situation.

7. If, despite the intervention of a suspension and further support, improvements are not forthcoming, are exceptionally slow, or if poor quality care continues to be evidenced, the authority would consider a move to terminate the contract with that provider.
8. Currently the contracts for 12 care homes are suspended by the authority. Further detail is given in the confidential appendix to this report.
9. The authority makes a range of agencies and internal stakeholders, including operational staff, aware of a suspension. Information relating to suspensions is not in the public domain more generally, although a mechanism for providing this information to the public is currently being considered. If a service is suspended then residents and relatives would first need to

be notified, along with the reason for suspension, prior to more general public information release.

10. The lifting of a suspension is undertaken once the authority, and partner agencies, are satisfied that improvements can be sustained, and in discussion with the provider.

Other Options Considered

11. The methodology for the authority's risk escalation procedure and its relationship with other relevant agencies has been developed through a partnership approach over many years. No other options have therefore been considered.

Reason/s for Recommendation/s

12. The report is for noting.

Statutory and Policy Implications

13. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial Implications

14. There are no financial implications.

Human Resources Implications

15. There are no human resources implications.

Implications for Service Users

16. Some of the most vulnerable adults are in care home placements. It is imperative that the services that they receive are of good quality and are delivered with dignity and respect. Suspensions of services seek to reduce and wherever possible eliminate poor quality care home provision and enable providers to consolidate and improve the care and support to people accommodated.

Ways of Working Implications

17. There are no Ways of Working implications.

RECOMMENDATION/S

- 1) It is recommended that Committee notes the content of this report.

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For any enquiries about this report please contact:

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Constitutional Comments (LM 21/11/14)

18. The report is for noting only.

Financial Comments (KAS 24/11/14)

19. There are no financial implications contained within the report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None.

Electoral Division(s) and Member(s) Affected

- All.

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