



11 December 2017

Agenda Item: 10

REPORT OF THE DEPUTY CORPORATE DIRECTOR, ADULT SOCIAL CARE AND HEALTH

QUALITY AND MARKET MANAGEMENT TEAM QUALITY AUDITING AND MONITORING ACTIVITY - CARE HOME AND COMMUNITY CARE PROVIDER CONTRACT SUSPENSIONS

Purpose of the Report

1. The purpose of this report is to provide information to the Committee about some of the work undertaken within the Quality & Market Management Team (QMMT) including:
 - the quality monitoring and market shaping activity across both residential and community care services across the County
 - advising the Committee about the services that currently have their contracts suspended by the Council so that the Committee can consider any issues raised and how it may wish to monitor progress.

Information and Advice

2. Some information relating to this report is not for publication by virtue of Schedule 12A of the Local Government Act 1972 and is therefore included in an **Exempt Appendix**. Having regard to all the circumstances, on balance the public interest in disclosing this information does not outweigh the reason for exemption because the information would add a limited amount to public understanding of the issues but may damage the financial or business affairs of any particular person (including the Council).
3. The QMMT has responsibility for monitoring both residential and nursing care homes and also community care services across the County for adults over the age of 18 years. This includes care homes for both older and younger adults, Care Support and Enablement Services (Supported Living), Home Care, Extra Care and Day Care. In total there are over 350 providers delivering a range of services in Nottinghamshire.
4. Nottinghamshire continues to have the highest number of services both residential and community that are inspected/rated by the Care Quality Commission (CQC) in the East Midlands and the number of services that are rated as good or outstanding is continuing to rise with nine services rated by the CQC as outstanding currently.
5. The Quality Monitoring Officers (QMOs) continue to develop their portfolio of services which is enabling them to have an overview of providers, particularly where they have more

than one care home. They are also well placed to be more supportive in supporting homes where necessary to ensure that required improvements are made in a timely manner. The officers work very closely with the local Clinical Commissioning Group (CCG) and undertake joint visits where possible so as to limit the impact on providers. It also means that intelligence from both organisations is shared and appropriate additional audits carried out as necessary, for example, medication or infection control.

6. Feedback from commissioners is also key including social workers, community care and reviewing officers and district nursing staff all visit the homes very regularly and they have direct knowledge about the residents living at the homes. The audit tool is also continuing to be adapted so that it can highlight the lived experience of people living within a home and also highlight and share good practice.
7. There are also regular information sharing meetings held that all agencies are invited to including the CCGs, CQC and Healthwatch who also recently attended a residents' meeting at one of the older people's care homes with representatives from the Council and the local CCG to seek the views of residents and relatives at the home.
8. Following the decision made by Adult Social Care and Public Health (ASC&PH) Committee on 10th July 2017 that members of the Committee would commence visits to care homes within the County, five members attended a briefing session in September with the QMMT to become more familiar with the audit process and agree a plan to start visiting care homes across the County. Following discussions at Committee, further briefings are to be offered to all Councillors with two sessions to be planned in 2017 and a further one at the beginning of 2018.

Care Home Provider Forum

9. The Council has a duty under the Care Act 2014 to ensure that there is a viable and sustainable social care market that provides high quality services that are appropriate to meet the needs of local communities. Market shaping activity must be undertaken with relevant partners including people who use services and their families. To achieve this one of the ways that the team works with key stakeholders is through the care home provider forum.
10. The forum takes place on a quarterly basis and has a focus on particular strands of work, for example, what happens in a good care home, how can staff retention be improved, how can care home providers use beds differently and how is good practice shared more wisely. The strands of work are identified by providers, social care and health partners and people who use the services. People who live in care homes in Nottinghamshire now also attend the forum. The planning meetings take place in different provider venues and the forum itself takes place in a Community Interest Company venue in the centre of the County.
11. The forum enables providers to work together to look at issues within the sector and to share good practice. Commissioners from the Council are also involved in sharing 'market messages' so that discussions can be had about the strategic direction and commissioning practices of the Council, the impact of this on providers and what they may need to think about in developing their services or different models of service to enable local people to be supported more flexibly and to promote independence. The promotion of the 'flu vaccination for staff was also promoted at the recent forum.

12. One care home provider of a Band 5 care home which has just been rated by the CQC as 'outstanding' talked to the group about the work that they do in local communities, how they have improved staff retention and the use of 'champion' roles within the care team. The provider was subsequently asked by other care home owners/managers to visit their care homes to enable them to look at how their innovative approach could work in their service. The sharing of good practice is something that is increasing with providers.

Nottingham University Research in to Modern Day Slavery.

13. The Council is currently part of a project being led by the Hermes Fellowship Programme at Nottingham University which is looking at Modern Day Slavery Risks in Supply Chains in Social Care Procurement. Other participants are the Nottingham Care Home Association and the Safer Nottingham Board. A questionnaire has been developed for participants and this has been sent to all older and younger adult care home providers who are contracted to work with the Council in addition to Direct Payment Support service providers.
14. It is anticipated that the research will enable participants to have a greater understanding of the issues.

Other Option/s Considered

15. No other options have been considered.

Reason/s for Recommendation/s

16. Following the formation of the new Committee guidance is sought on how it wishes to be updated on this work on a regular basis.

Statutory and Policy Implications

17. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment 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

18. There are no financial implications arising from this report.

Implications for Service Users

19. The Council has a duty under the Care Act 2014 to ensure that high quality services are available for people in Nottinghamshire whether they be funded by the Council or whether they fund their own care either fully or in part. The market shaping duty also requires that the Council works collaboratively with relevant partners including people that use services and their families. The proactive approach of quality monitoring undertaken in

Nottinghamshire ensures that every effort is made to ensure that people live independent lives and that their care and support needs are met by high quality care providers that deliver a sustainable service.

RECOMMENDATION/S

That:

- 1) Members consider whether there are any actions they require in relation to the issues contained within the report
- 2) Members advise how the Committee wishes to monitor the actions /issues contained within the report.

Paul McKay

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Constitutional Comments (SLB 19/10/17)

20. Adult Social Care and Public Health Committee is the appropriate body to consider the content of the report. If Committee resolves that any actions are required it must be satisfied that such actions are within the Committee's terms of reference.

Financial Comments (DG 19/10/17)

21. The financial implications are contained within paragraph 18 of this 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.

Quality and Market Management Team Quality Monitoring and Audit Activity – report to Adult Social Care and Public Health Committee on 10 July 2017

Electoral Division(s) and Member(s) Affected

All.

ASCPH499