



**16 April 2018**

**Agenda Item: 9**

**REPORT OF THE SERVICE DIRECTOR, STRATEGIC COMMISSIONING  
ACCESS AND SAFEGUARDING**

**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 and 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**

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 Some information relating to this report is not for publication by virtue of Schedule 12A of the Local Government Act 1972 and is therefore included in an **Exempt Appendix**.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 ten services rated by the CQC as outstanding currently.
5. One of the key roles of the team is to complete annual audits of externally provided care and support services and to undertake monitoring activities where concerns are raised

about the quality of care. QMMT officers work closely with the Council's operational teams, safeguarding team, local Clinical Commissioning Groups, Healthwatch and the Care Quality Commission to share intelligence and work in a co-ordinated way to address concerns regarding the quality of care provision. During 2017, the team received 667 referrals highlighting quality concerns in externally provided care and support services.

### **Member visits to care homes**

6. Following the decision made by Adult Social Care and Public Health (ASC&PH) Committee on 10<sup>th</sup> July 2017 that members of the Committee would commence visits to care homes within the County, an initial briefing and information session was undertaken in September 2017. To build on this, the scope was widened to include an invitation to all Members across the Council and a further three briefing sessions have now been held. These sessions provided an overview of the care home sector in Nottinghamshire and the work of the QMMT and introduced the checklist and guidance for Member visits.
7. The sessions were well received by those Members that attended and team members have subsequently undertaken joint visits with Members to some care homes. Information from Member visits will be used by the team as part of the overall quality monitoring process for care homes.

### **Review of the local 'Fair Price for Care' Framework for older adults care homes**

8. Since 2008/09 the Council has had in place a local Fair Price for Care framework for older adults care homes to recognise and reflect increasing costs faced by care home providers and provide incentives for continuous improvement in the quality of services. Work to develop this framework, and subsequent reviews of it, were undertaken with input from the Nottinghamshire Care Association (NCA) and external consultants. The framework introduced a fee structure of five bands, through which higher fees are paid for high quality care provision, as evidenced through an annual quality audit of each older adults care home.
9. Following the decision made by Adult Social Care and Public Health Committee on 8<sup>th</sup> January 2018, a further comprehensive review of the local Fair Price for Care framework will take place during 2018, led by the Quality and Market Management team.
10. This work has now begun and a collaborative working group comprising representatives from the County Council and the Nottinghamshire Care Association is meeting regularly to oversee progress. The review will comprise two key tasks:
  - 1) Generating a full, transparent and up to date view of the costs incurred in the delivery of residential care services to help inform future fee levels
  - 2) A review of the existing 'quality audit' framework linking care home fees and the quality of care provision.
11. In line with previous Fair Price for Care exercises, it was agreed that task 1 would be carried out independently through the use of external consultants. This has advantages in that it will support a position of transparency, objectivity and credibility. QMMT officers have

worked with the group and with procurement colleagues to develop a specification and scope the procurement exercise.

12. Alongside this, work has begun to review the existing quality audit tool. This will include a series of engagement meetings with providers and stakeholders to be held over the next three months.
13. This work is due to be completed by the end of the year and it is intended that a full report will be presented to the Adult Social Care and Public Health Committee in December 2018. In the interim, further updates on progress will be provided through these reports.

### **Home based care services**

14. The team has been fully involved in the retendering of home based care services and the development of the new model of home care. The Community Partnership Officers (CPOs) within the team will play a key role in supporting the transition to new arrangements following completion of this exercise. Their role is to manage all requests for homecare by liaising with contracted providers and allocating work.

### **Sector led improvement - peer review**

15. As part of the East Midlands sector led improvement process, councils across the region assess and review their own progress in relation to the national Adult Social Care Outcomes Framework and every two years invite colleagues from other local councils to come and undertake a more detailed review of key areas.
16. Peer reviews present an opportunity to support improvement in local government and are delivered from the position of a 'critical friend'. They are not an inspection and do not award any form of rating, judgement or score but aim to promote sector led improvement.
17. A planned peer review took place from 20<sup>th</sup> to 22<sup>nd</sup> March, focussing on two key lines of enquiry (KLOEs):
  - A review of the department's current workforce strategy and plans to support the workforce to deliver the requirements of the Adult Social Care Strategy and integration with health. As a result, are the right priorities in place?
  - How well is Nottinghamshire responding to the commissioning requirements of the Care Act, market shaping and integrated commissioning with health?
18. The team played an active part in both strands of the peer review, including facilitating participation from providers and representatives from the 'Experts by Experience' Group.
19. A report detailing the outcomes of the peer review will be brought to the Committee in the future.

### **Annual quality audits**

20. Quality Monitoring Officers (QMOs) have now completed the annual quality audits in older adults care homes within Nottinghamshire to inform bandings and associated fee levels for

each home for 2018/19. An ongoing programme of audits across other services is also continuing.

21. As part of these visits QMOs seek to meet service users, relatives and carers as well as management and staff within the service in order to gain a rounded and informed picture of the service.

### **Other Option/s Considered**

22. No other options have been considered.

### **Reason/s for Recommendation/s**

23. The report provides an opportunity for the Committee to consider any further actions arising from the issues contained within the report.

### **Statutory and Policy Implications**

24. 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**

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

### **Implications for Service Users**

26. 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 Johnson**  
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**For any enquiries about this report please contact:**

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**Constitutional Comments (SLB 27/03/18)**

27. Adult Social Care and Public Health Committee is the appropriate body to consider the content of this 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 19/03/18)**

28. The financial implications are contained within paragraph 25 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<sup>th</sup> July 2017

Older Adults Care Homes Review of the Fair Price for Care Framework - report to Adult Social Care and Public Health Committee on 8<sup>th</sup> January 2018

**Electoral Division(s) and Member(s) Affected**

All.

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