



Meeting: ADULT SOCIAL CARE AND HEALTH
DEPARTMENTAL BRIEFING

Date: 10th July 2008

Agenda items number: **4**

REPORT OF THE SERVICE DIRECTOR, STRATEGIC SERVICES

QUALITY ASSURANCE IN CARE HOMES AND HOME CARE

1. Purpose of the Report

The purpose of this paper is to report on the Quality Assurance activities with the independent sector providers of care homes and home care.

2. Background

2.1 The Commission for Social Care Inspection (CSCI) and the Adult Social Care and Health Department work closely to increase the quality of residential and nursing homes and home care organisations in Nottinghamshire. The CSCI is the regulating body of care homes and home care and standards are assessed against National Minimum Standards (NMS). Homes are rated inadequate, poor, good or excellent.

2.2 It is recognised by CSCI that Nottinghamshire has some “poor” rated homes in terms of National Minimum Standards. From analysis of the CRILL data (a statutory return - Capturing Regulatory Information at a Local Level – providing information on quality of registered services purchased by the local authority both within its area and outside it) as at 31st March 2006, 55% of older people’s places in England (registered beds – personal care) met 80% of the key NMS. At the same time 54% of places within Nottinghamshire met 80% of the key NMS. However, for the same timeframe, 49% of older people’s places in England (registered beds - nursing) met 80% of the key National Minimum Standards and 58% of places within Nottinghamshire met 80% of the key NMS. An analysis of this data has already enabled us to identify providers that are falling below National Minimum Standards and allows us to target resources such as training to support them to improve the quality of care they provide.

2.3 Quality Framework

2.3.1 Over the past year, the Adult Social Care and Health department has developed a Quality Framework which has been used to audit all the 169 older people’s homes throughout the county. For 2007/08, a one-off quality premium has been paid to those homes who have reached a quality score which is over and above the CSCI’s National Minimum Standards. The score has been based on 3 of the 7 outcomes from the White Paper ‘Our Health, Our Care, Our Say’ as well as the

management and leadership outcome taken from the CSCI Inspecting for Better Lives inspection methodology. The Quality Framework tool was agreed with the Nottinghamshire Care Home Association, and is currently under review to increase its robustness. The department will continue to use this framework as part of its local “fair price for care”, as both the Nottinghamshire Care Home Association and the department are committed to increasing the quality of services provided.

2.3.2 During the audit process it has become evident that there are a number of homes which are of poor quality and these need to be addressed. Homes not receiving a quality payment have been written to and a Quality Officer is working closely with them to improve their standards.

2.3.3 In addition, whilst the numbers of people in care homes in Nottinghamshire has reduced by 15% over the past 5 years, there is an expected increase of people aged 65 and over from approximately 135,000 to 162,000 by 2015 (an increase of 20%) and an increase of people aged 85 and over to rise by 19% for the same period. Despite this increase it is the expectation that more services will be available to people in their own homes, including extra care, home care, direct payments and individual budgets. The agenda of increased personalisation and choice will, therefore, have a major impact on service providers. This will require better quality and increasing flexibility in response to the wishes and demands of service users and carers.

2.4 Monitoring and Evaluation

2.4.1 As well as quality officers who undertake the annual quality audit, monitoring and evaluation officers also visit as part of their general monitoring activities. For home care services, a quality monitoring framework has been developed and implemented. The outcome of this work informs the Annual Contract Review meetings with providers. Monitoring and evaluation officers and also reviewing officers undertake reviews of individuals and home care organisations and care homes as and when issues arise.

2.5 Quality Assurance seminars

The department held its first Quality Assurance seminar on 14th March 2008 at Newark Showground, as part of its ongoing work to increase the quality of the care home and home care sectors.

2.5.1 The purpose of the event was to:

- share the vision of social care in Nottinghamshire
- make it clear to providers what the department’s expectations of quality services are
- explore barriers to quality and
- look at ways of improving quality.

2.5.2 Over one hundred independent sector owners and managers of residential nursing care homes and home care organisations attended as well as staff from

within the department connected with commissioning and procurement of services.

2.5.6 The event featured a number of presentations:

- a) the vision of Nottinghamshire (to make Nottinghamshire a better place to live, work and visit, with the underpinning principle of continuous improvement) and the importance of delivering the vision as part of partnership working
- b) a presentation on the key drivers for the future including Putting People First, local analysis following our joint strategic needs assessment, local area agreements and the government's White Papers. The audience were also informed of the department's business plan and key priorities
- c) there was an explanation of the demographics and local expectations in terms of a culture of "being looked after by the state"; a low threshold of perceived risk to older people by their carers; low levels of ownership in some areas of Nottinghamshire compared to comparator groups leading to a higher rate of local authority funded residents; and a culture of "doing for rather than enabling to" a high number of beds per elderly population
- d) a presentation was given on the future direction of social care in respect of the personalised agenda, wider range and choice of services "closer to home"; promotion of independence and prevention, focus on outcomes and greater emphasis on strong partnerships assessed through the comprehensive area agreement. The audience were also informed of the changes in role of the local authority in respect of joint commissioners of services, quality assurance and monitoring, measuring outcomes and market development and management. Reference was also made to the strategic shift in services with our intention to redirect people, where appropriate, from long term care to alternative community based accommodation and services; to transform existing in-house home care into re-enablement services; to focus on and further develop specialist services e.g. dementia care and to have a clear focus on promoting quality assurance and ensuring continues improvement
- e) the second part of the seminar was focused on quality – defining quality and what people are saying about services. It included a presentation on the media's and public's perception of quality. A DVD was shown with service users and carers telling us what their definition and expectation is of quality services, citing examples of poor quality. Information was shared in respect of complaints (both internal and externally provided services); numbers of contract suspensions and reasons for suspensions
- f) finally two presentations were made - one by Marian Chapman, one of the department's Contracts Officers who has been working with the independent sector on the quality framework and a local fair price for care and one by Janine Vardy, one of the locality Monitoring and Evaluation

Officers who explained the role of the Monitoring and Evaluation Officers in respect of monitoring quality.

2.5.7 The seminar was a combination of presentations and workshops to discuss the different themes. The workshops included:

- defining quality – who and how is quality defined?
- what are the barriers to quality – what prevents us from providing quality services in a consistent and comprehensive manner? How can we remove or reduce these barriers
- how can we collectively improve quality – how do we know we provide quality services and how can we prove it? What evidence is available; what monitoring and evaluation systems are in place and how can we improve on this? How do we influence public perception about the quality of service we provide?
- the workshops involved an exchange of good practice on an inter-agency basis and the outcomes from the workshops will be used for furthering the quality agenda.

2.6 Evaluations of the seminar

2.6.1 Evaluation forms evidence a successful event. Those who attended found the information and workshop exercises most helpful and an opportunity to discuss issues with other organisations. It was agreed that there would be further events with both home care and care home organisations coming together. Separate provider forums do exist on a regular basis, both locally and countywide, for both sectors but cross-learning between the sectors has also proved beneficial.

2.7 Further developments

2.7.1 Whilst provider forums for the independent sector already exist, seminars specifically addressing quality are planned for July and October. They will include practical workshops on involving staff and service users and carers in quality; introducing mystery shopping exercises and exploring the learning and training needs which will focus on an innovative pilot being held on 5 homes in the Selston area.

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