



Quality in care homes

Introduction

You can find information about a range of services to help you stay living independently in your own home at www.nottshelpyourself.org.uk or by phoning 0300 500 80 80.

However, if none of these options are suitable, you may need to go into a residential or nursing care. This factsheet will help you consider some of the issues that are important to you in finding the right home.

Finding a care home

Our Care and Support Directory contains details about residential and nursing homes in Nottinghamshire. Copies are available at www.nottinghamshire.gov.uk/socialcarepublications or by phoning 0300 500 80 80.

Quality audits

Our staff visit each older person's care home in Nottinghamshire every year and assess a range of factors including the choice of meals, cleanliness and the number of activities on offer. This is used to give each home a quality rating, with band one being the lowest quality and band five the highest. We make recommendations to improve outcomes for people accommodated.

Dealing with poor quality care

We have contracts with those care homes where we fund people's care. This is done to ensure that the care home provider knows 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 undertake enquiries regarding a concern
- to allow time for improvements to be made

- to take the pressure off a care home if they are experiencing a problem.

Sometimes the management of a care home itself may request a temporary suspension of placements so that they 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 must be sought.

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

Care Quality Commission

We work closely with the Care Quality Commission (CQC), the regulatory body which inspects care homes.

The inspections assess each home's compliance against a set of fundamental standards and underpinning legislation of the Health and Social Care Act 2008. The CQC have powers to take action against care home providers and managers who have been judged as not meeting the required standards. These powers include issuing warning notices, imposing conditions to registration or removing a location because of risk to people accommodated (this means they can remove the home's registration).

W: www.cqc.org.uk

T: 03000 61 61 61

E: enquiries@cqc.org.uk

Dementia Quality Mark

Improving the quality of care for people with dementia is both a national and local priority and we have been working with care home providers and health partners to raise the standard of dementia care through training,

workforce development and specialist support services.

The Dementia Quality Mark (DQM) is awarded to care homes in Nottinghamshire that have shown that they provide a high standard of care to people with dementia. They have to meet a range of standards in the following areas:

- positive attitudes
- emotional and physical freedom
- evidence of a dementia specific environment
- day to day routines and care delivery
- meaningful occupation and stimulation
- awareness of barriers to person centred care approach
- safeguarding and protection from abuse
- health and wellbeing.

Homes awarded the DQM receive an enhanced payment for residents who have:

- a formal diagnosis of dementia
- complex and frequent needs which require enhanced and regular attention from staff with specialist training or higher skill levels and/or
- behaviour that places them or other people at risk.

If a care home does not have the DQM, people with dementia can still live there if the home can provide the care needed. However, the home will not receive the DQM enhanced payment for that resident.

Care home checklist

Here are some issues you may want to consider when choosing a care home:

- Are staff warm, friendly, polite and respectful?
- Do the residents seem happy, active and sociable?
- Does the home feel homely and welcoming?
- Is the home fresh, clean and comfortably furnished?

Accommodation

- Are bedrooms single or shared? Is there a choice?

- Can you decorate and re-arrange your room to suit yourself?
- Can you bring your own furniture and TV?
- Is there a call system for emergencies?
- Are there enough electric sockets in your room?
- Can you control the heating in your room?
- Can you lock your room and is there a secure place for valuables?
- Is there a separate dining room? Bar?
- Are there toilet facilities within easy reach of the communal facilities?
- Are there both showers and baths?
- Are bathrooms adapted to help people in and out of the bath?

Life within the home

- Are there any rules and restrictions (e.g. going out, time of return etc)? Can you see a copy of any literature pointing these out?
- Can you choose when to get up and retire every day?
- How are residents involved in decisions about life in the home?
- Is there a telephone where you can make and take calls in private and comfort?
- Will someone post a letter for you? Or is there a post box nearby?
- Is there enough privacy given to residents?
- Is alcohol served or permitted?
- Are there smoking and non-smoking areas?
- What arrangements are there for religious observance?
- Can you handle your own money? If not, what arrangements are in place?
- Does a hairdresser/chiropractor visit?
- Are residents accompanied on visits to the GP or hospital?

Fees and contract terms

- How much are the fees?
- Do the fees cover all the services available?
- Under what circumstances will the fees alter – e.g. annually or according to increasing needs?

- Can you retain your own room while away?
- Can you have a short-stay or trial period?
- Will you be given a statement of terms on admission?
- Are all procedures, such as complaints, clearly spelt-out?

Reporting a concern

Unfortunately there are sometimes examples of poor quality care. If you are concerned about the level of care in a particular home, you can report this by phoning 0300 500 80 80.

Issues can also be reported directly to the Care Quality Commission on 03000 61 61 61.

Healthwatch

Healthwatch is an independent organisation created to gather and represent the views of local people about the health and social care services they receive.

W: www.healthwatchnottinghamshire.co.uk

T: 0115 9635179

E: info@healthwatchnottinghamshire.co.uk

Contact information:

T: 0300 500 80 80

(Calls cost 3p a minute from a BT landline. Mobile costs may vary).

E: enquiries@nottsc.gov.uk

W: www.nottinghamshire.gov.uk

Minicom: 01623 869598

Phone 0300 500 80 80 if you need the information in a different language or format.