

Report to Health, Schools and Care Overview and Scrutiny Committee



Date of Meeting 27th June 2018
Portfolio Adult Social Care
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Public Document

Market Oversight Report**1. Executive Summary**

- 1.1 The Adult Care Service commissions external provider services to deliver a range of care services to adults with eligible social care needs. The Adult Care commissioning team assures the quality of these services.
- 1.2 The Committee has requested quarterly updates on quality assurance information for the services commissioned by the Adult Care service. Appendix 1 of this report provides this information for quarter 4 in 2017/18.

1. Recommendation

- 2.1 That the committee consider the content of the Market Oversight report.

3. Reason for Recommendation

- 3.1 The Adult Care Service commissions external provider services to deliver a range of care services to adults with eligible social care needs. The Adult Care commissioning team assures the quality of these services. The market oversight report presents quality assurance information for quarter 4 of 2017/18 for the committee to scrutinise.

4. Key Points for Consideration

- 4.1 Appendix 1 provides detailed information on quality assurance for adult care commissioned services. The key points are summarised below:

In quarter four 45 service providers were reviewed using the quality assurance toolkit. Of these services 28 were in borough services and 17 were out of borough services.

In quarter four 12 services that Rochdale Borough commissions (in borough and out of borough) were inspected by the Care Quality Commission (CQC). Of these 3 (25%) were rated as good, 7 (58%) were rated as requiring improvement and 2 (17%) were rated as inadequate. These percentages only reflect the inspections in the last quarter of the year, the position for all CQC inspections for 2017/18 are 1 (1.2%) was rated as outstanding, 52 (64%) were rated as good, 23 (28%) were rated as good and 6 (7%) were rated as inadequate. The annual figures for in borough services that were inspected were 37 (77%) rated as good, 9 (19%) rated as requiring improvement and 2 (4%) rated as inadequate. The annual figures for out of borough services that were inspected were 1 (3%) were rated as outstanding, 15 (44%) were rated as good, 14 (41%) were rated as requiring improvement and 4 (12%) were rated as inadequate.

In quarter four 45 complaints were received by the commissioning team about provider services. Of these 38 were resolved, 7 are currently being investigated and 1 was transferred to another team. The highest proportion of complaints raised involved issues with the standard of care or poor practice. The commissioning team investigates the complaints received about providers and works with providers to improve the quality of care and address instances of poor practice.

Information is gathered from providers about the complaints that they receive from service users and families. In quarter four the information gathered demonstrates that providers received 22 complaints and that 18 were resolved whilst 4 are still being investigated. The response rate from providers is low and we are working with them to improve this.

As part of the quality assurance process we carry out family, service user and staff questionnaires for those services being reviewed. In total 69 surveys were returned. 100% of the service users were satisfied with the support they received and 70% of families were satisfied with the support their family member received. 81% of staff who responded said that they received the training and personal development they needed to carry out their job.

The commissioning team have recently reviewed the questionnaires and the new versions are attached for information in Appendix 2. The Quality Assurance Officers will support the staff, service users and families to complete the questionnaires when they visit the services and will discuss with them the quality of care provided.

5. Costs and Budget Summary

5.1 There are no financial implications relating to this report.

6. Risk and Policy Implications

6.1 The report identifies the outcomes of the CQC inspections of regulated adult care services in Rochdale borough which have been inspected since between January 2018 and March 2018. Any risks associated with this are managed by the Adult Care commissioning team who work with the provider to improve the quality of the services.

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