



Market Oversight Report for Quarter 4 2017-18

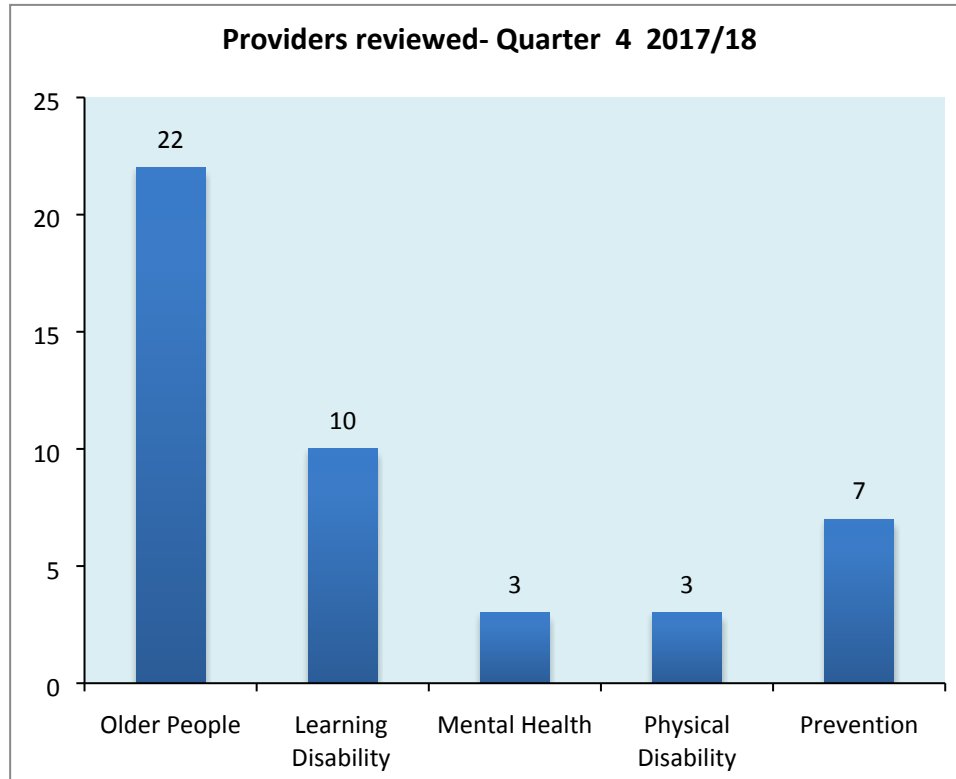


Market Oversight

The information provided below shows commissioning activity for Quarter 4 2017/18
Contents include:

- Quality Assurance Reviews
- CQC Ratings
- Market Oversight feedback
- Satisfaction results

Service Providers reviewed during Quarter 4 2017/18 for all client groups:



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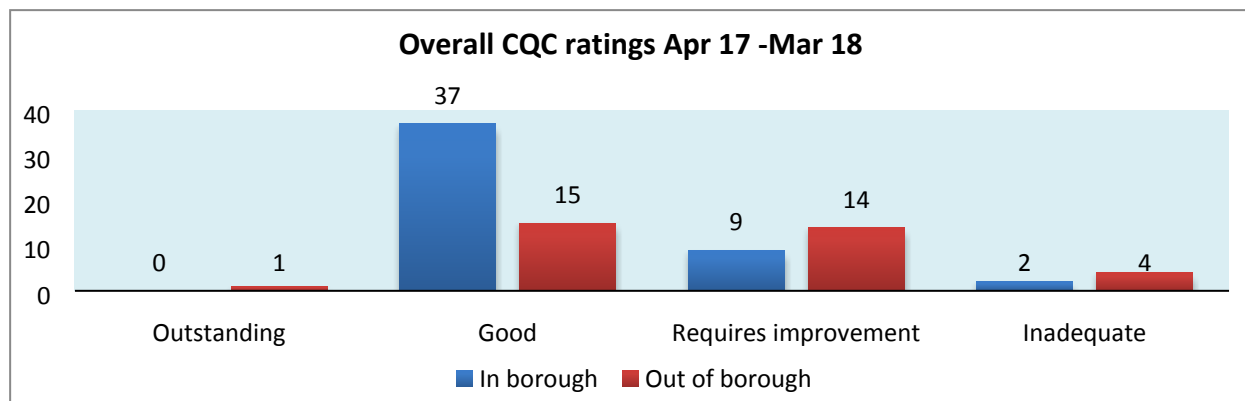
Reviews broken down by In Borough & Out of Borough

Lead Provider reviewed	In borough	Out of borough	Total
Older People	6	16	22
Learning Disability	10	0	10
Mental Health	2	1	3
Physical Disability	3	0	3
Prevention	7	0	7

CQC Inspections split by individual ratings (April-2017 – Mar-2018) for all client groups:

Ratings	In borough	Percentage	Out of borough	Percentage
Outstanding	0	0%	1	3%
Good	37	77%	15	44%
Requires improvement	9	19%	14	41%
Inadequate	2	4%	4	12%

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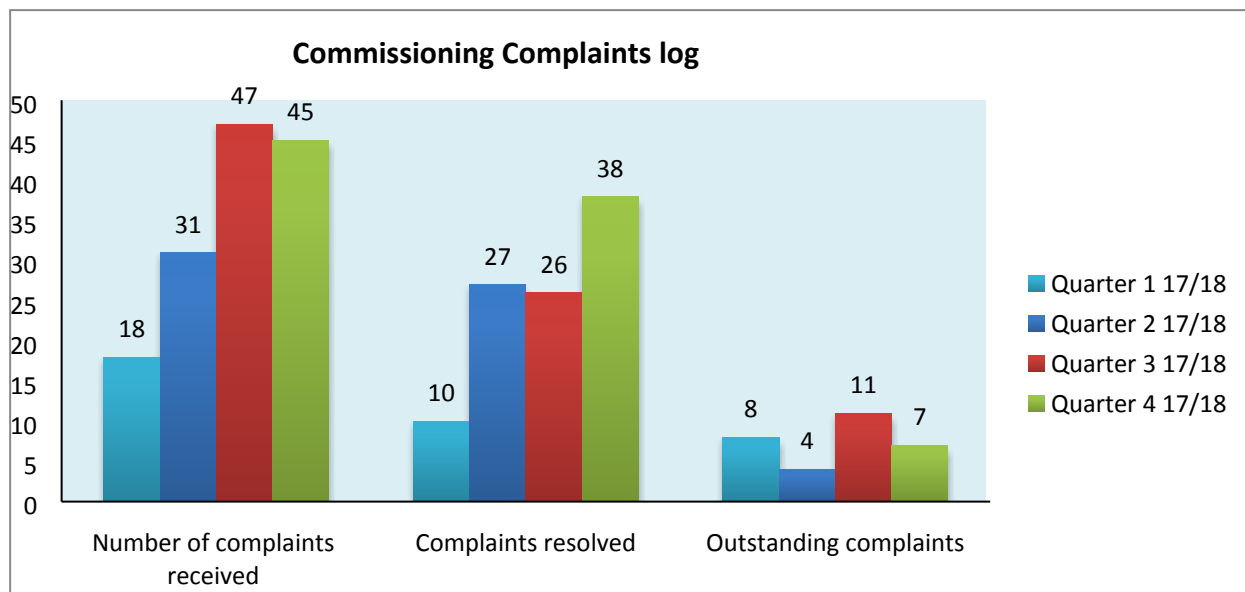


Adult Care Market Oversight feedback

The Adult Care Commissioning Team record issues in relation to commissioned services that are raised with them by service users and other stakeholders. A summary of the information gathered from April 17 to Mar 2018 is included in the table below. In quarter 4 of 2017/18 45 concerns were raised with the commissioning team. Of these 38 were resolved, 7 are outstanding and 1 was transferred to other services to investigate and provide a response. The outstanding complaints require further investigation.

COMMISSIONING TEAM INFORMATION (April 17- Mar 18)	Quarter 1 17/18	Quarter 2 17/18	Quarter 3 17/18	Quarter 4 17/18
Number of complaints received	18	31	37	45
Complaints resolved	10	27	26	38
Outstanding complaints	8	4	11	7
Complaints transferred to other departments external to the Commissioning team	4	11	11	1
Compliments to Adult Care Commissioning about providers	0	0	0	0

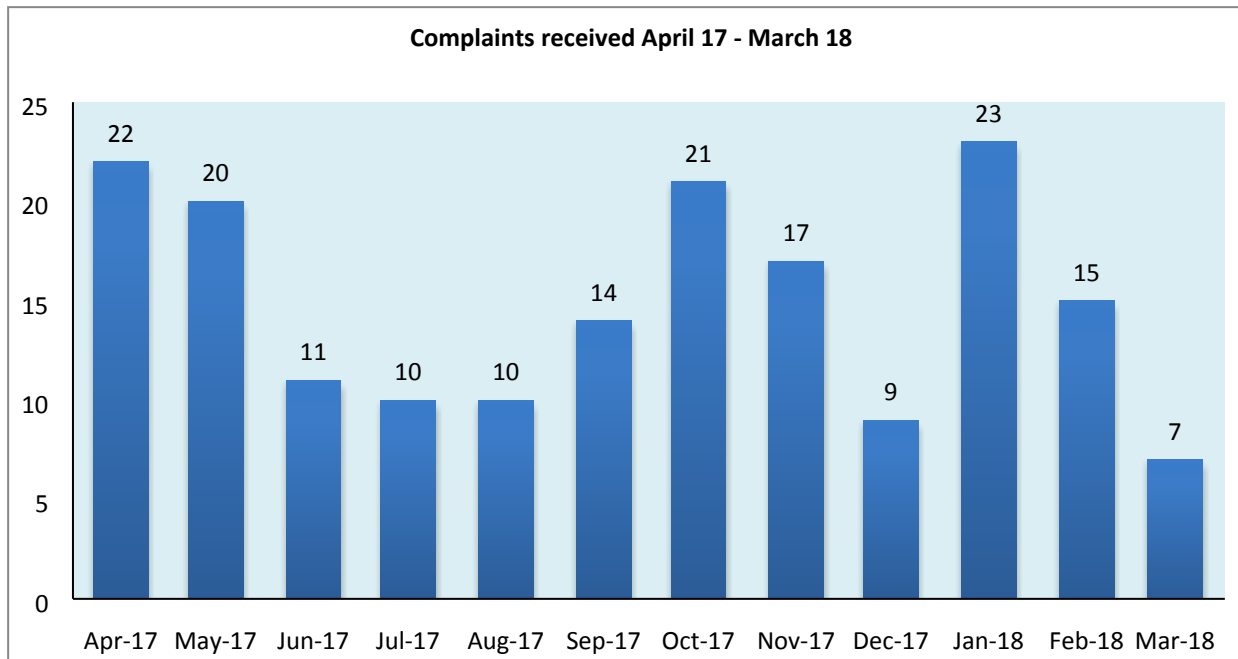
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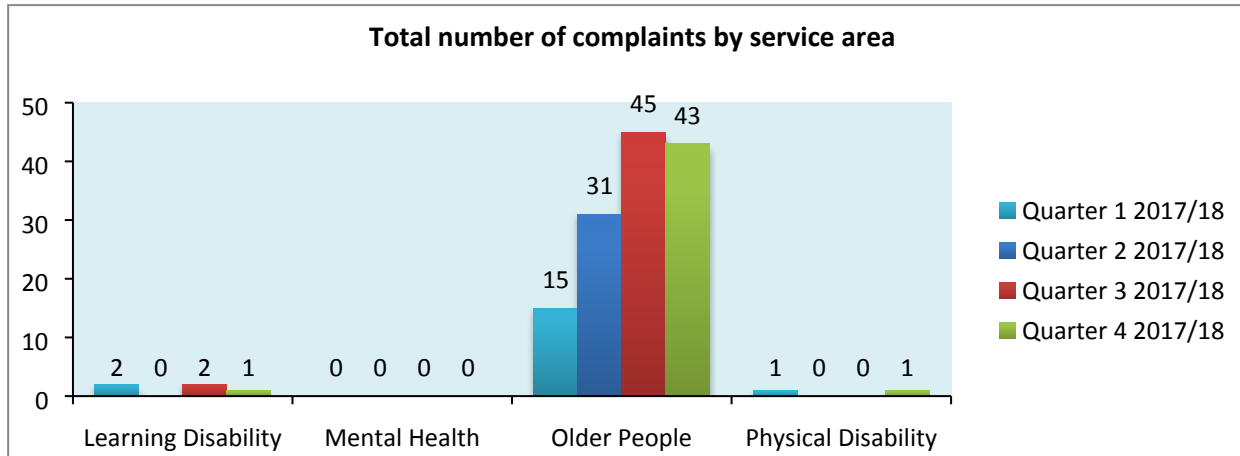
There has been a mixture of complaints about providers including complaints about carers not following care plans, poor quality of care, carers not attending, medication issues and staffing issues.

The number of complaints received in each month of Quarters 1, 2, 3 and 4 2017/18 are illustrated below along with the number of complaints per service area:

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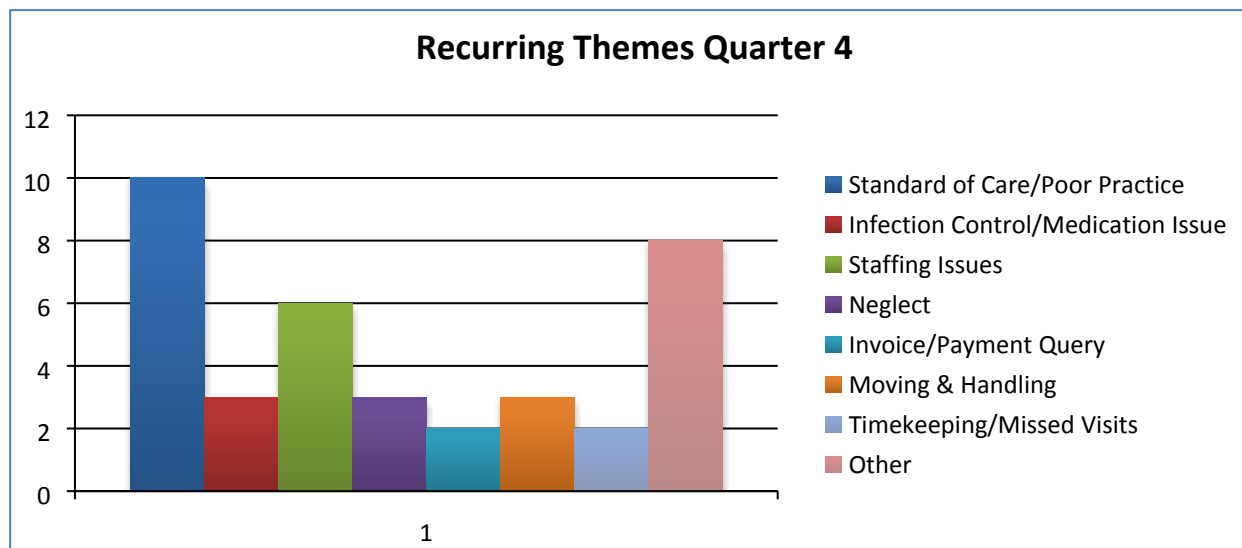


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The issues being raised have been investigated with care providers and Contract Managers continue to work with providers to ensure high standards of care provision for service users, some are pursued under the Quality Assurance spot visit process. Other complaints have been passed on to the care management teams for further investigation.

Recurring Themes		
Standard of Care/Poor Practice	10	27.03%
Infection Control/Medication Issue	3	8.11%
Staffing Issues	6	16.22%
Neglect	3	8.11%
Invoice/Payment Query	2	5.41%
Moving & Handling	3	8.11%
Timekeeping/Missed Visits	2	5.41%
Other	8	21.62%
	37	100.00%



Commissioned Provider Concerns

Adult Care Commissioning Team collects information from providers about the concerns that they receive and manage internally. This has been done on an annual basis as part of the quality monitoring process. The response rate from providers to the request for this information is low we are, however, working with providers to increase the response rate.

The table below shows a summary of the information available for the last 4 quarters:

PROVIDER INFORMATION (Apr 17- Mar 18)	Quarter 1 17-18	Quarter 2 17-18	Quarter 3 17-18	Quarter 4 17-18
Number of complaints received	8	28	37	22
Number of complaints resolved	6	23	33	18
Number of outstanding complaints	2	5	4	4

As part of complaints monitoring, we ask providers to categorise the complaints they receive. Of the providers that have attempted to do this, the table below illustrates the kind of concerns being raised.

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With effect from Quarter 2 17/18 we have asked the providers to use different categories for recording complaints which give a clearer picture of the issues arising.

Themes	Q2 2017/18	Q3 2017/18	Q4 2017/18
Standards of Care/Poor Practice	11	17	12
Infection Control/Medication Issues	1	2	0
Staffing Issues	15	3	3
Neglect	1	0	0
Invoice/Payment Query	2	0	2
Timekeeping/Missed Visit	2	2	0
Other	7	9	4

'Other', where specified, includes:

- Purchasing a car for her husband and not receiving a response in her time constraints.
- Family member unhappy that their partner is not always able to access a variety of activities available at all times to meet their level of needs.
- Tenant causing damage to property
- Staffing Issues
- Improve communication between staff and relatives
- Policies and Procedures must be followed
- Building Issues (Leak in room)

'Lessons learnt' from complaints by providers include:

- Staffing Levels re-evaluated and increased
- Review continence assessments, care and product in a more timely manner.
- Communicate with families to manage their expectations surrounding continence and clothes.
- Improve communication between staff and relatives.
- Reviewing and updating care plans
- Multidisciplinary working needs to work effectively and we need to follow up on actions.
- Improved communication in respite services to be able to better respond for bookings.

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Satisfaction Questionnaires Q4 2017/18 (Jan - Mar)

Questionnaires	Count
Family	28
Service User	9
Staff	32

The intelligence gained from gathering satisfaction data helps determine the Quality Assurance Officers focus for the quality assurance visits.

Samples of the responses from the questions in the Satisfaction questionnaires are illustrated in the tables below.

Overall the feedback received is positive but we continue to follow up any negative or unsatisfactory feedback.

Service User Satisfaction	% satisfied	% fairly satisfied	% dissatisfied
The support I get works well	100%	0%	0%
The people who support me understand me	100%	0%	0%
I feel safe where I live	89%	11%	0%
Staff listen to me and what I want	89%	11%	0%

Families Satisfaction	Always	Sometimes	Never
The support my family member receives works well	70%	29%	1%
My family member feels safe where they live	95%	5%	0%
Staff listen to my family member and what they want	90%	10%	0%
I am able to be involved in developing support plans and reviewing them with my family member if I want to	77%	14%	9%

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Staff Satisfaction	Always	Sometimes	Never
I have access to clear records on how a client wants to be supported and I consistently use this on a day to day basis and update this regularly	88%	6%	6%
I am part of a team which believe that people should have maximum choice and control in their lives, as part of a local community	54%	46%	0%
I can see that staff are carefully matched to people and rotas are personalised to all clients	89%	9%	2%
I work in a way that ensures that risk are thought through in a person centred way, with the person and family centrally involved	91%	9%	0%
I receive training and personal development in areas that I need to do my job	81%	19%	0%

Services Inspected by CQC during Quarter 4 (Jan to March 2018)

Service Type	Service Name	IN – OOB	Overall CQC Rating	Safe	Effective	Caring	Responsive	Well led
Residential	Apsley House	Rochdale	Good	Good	Good	Good	Good	Good
Residential	Beech House Rest Home	Rochdale	Good	Good	Requires Improvement	Good	Good	Good
Residential	Beechwood Lodge Residential & Dementia Care Home	Rochdale	Requires improvement	Requires improvement	Good	Good	Requires improvement	Requires improvement
Residential & Respite	Braeside Dual Home	Rochdale	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement
Residential & Respite	Marland Court	Rochdale	Requires Improvement	Requires Improvement	Requires Improvement	Good	Good	Requires Improvement
Residential	Briarmede Rest Home	Rochdale	Requires Improvement	Requires Improvement	Requires improvement	Good	Good	Requires Improvement
Residential	Middleton Hall	Rochdale	Requires Improvement	Good	Requires Improvement	Good	Good	Requires Improvement
Residential	Oaklands Longsight	Longsight	Requires Improvement	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement
Residential	Browfield House	Bury	Inadequate	Inadequate	Requires Improvement	Requires Improvement	Requires Improvement	Inadequate
Residential	Deerplay Residential Home	Bacup	Good	Good	Good	Good	Good	Good
Residential	Kenmore	Kirklees	Inadequate	Inadequate	Requires Improvement	Requires Improvement	Requires Improvement	Inadequate
Residential	Heightside House		Requires Improvement	Requires Improvement	Requires Improvement	Good	Requires Improvement	Requires Improvement

The two Out of Borough Homes that were rated as inadequate on inspection are both being monitored by CQC and the host Authority. The commissioning team receives updates from the hosting Authority and Provider and Rochdale's Care management team carries out welfare visits on the service users to ensure that they are safe and well.