

## Report to Health, Schools and Care Overview and Scrutiny Committee



Date of Meeting 28<sup>th</sup> November 2018  
Portfolio Adult Social Care  
Report Author Tracey Harrison  
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 2 in 2018/19.

**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 2 of 2018/19 for the committee to scrutinise.

**4. Key Points for Consideration****Quality Visits**

- 4.1 Appendix 1 provides detailed information on quality assurance for adult care commissioned services. It is important to note that the approach to quality assurance is that we concentrate on homes that have 'Requires Improvement' or 'Inadequate' ratings in any of the five outcome areas

(Safe, Effective, Responsive, Caring and Well Led). Services that are rated as Outstanding or Good will have a lighter touch approach with shorter visits to check certain areas and an emphasis on maintaining relationships.

- 4.2 If any risks are identified in relation to providers rated as outstanding or good e.g. safeguarding concerns then the quality assurance officers will visit and carry out additional quality assurance checks as required.
- 4.3 Out of borough homes are reviewed using a light touch approach which will involve a desk top review using information gathered from the Provider, Care Management, Host Authority where the service is registered, Care Quality Commission (CQC), Staff, Residents and Relatives.
- 4.4 It should also be noted that there haven't been any visits to supported living providers this quarter as they are all currently inspected as outstanding or good. However should there be any safeguarding concerns quality visits would be undertaken.
- 4.5 The key points from the Q2 report are summarised below:

In borough residential provision:

Visits	Number of providers	Q2 CQC grading
10	1	(was RI) Good
89	19	Requires Improvement
6	1	Inadequate
44	various	Good or Outstanding

149 visits in total

Out of borough provision:

Desk top reviews	Number of providers
29	28

### **CQC inspections Q2 2018/19**

- 4.6 There were 7 number of CQC inspections carried out in Rochdale Borough residential provision and 4 domiciliary care during Q2.
- 4.7 As a result we can now report that we no longer have any inadequate provision in the borough.

The overall position at the end of quarter 2 is that of the 54 providers:

1 (2%) was rated as Outstanding,  
 40 (74%) were rated as good –an increase of 25 providers;  
 11 (20%) were rated as requiring improvement - an increase of 6; and

0 (0%) were rated as Inadequate – a decrease of 2;  
A further 2 providers are yet to be inspected

4.8 Out of borough provision rating where Rochdale has placed a client are as follows:

6 (5%) rated as outstanding  
72 (68%) rated as good  
18 (17%) rated as requires improvement  
3 (3%) rated as inadequate; and  
7 (7%) yet to be inspected.

### **Market oversight feedback**

4.9 The adult care commissioning team record issues gathered in relation to commissioned services that are raised with them by services users and other stakeholders.

### **Complaints**

4.10 In quarter 2 2018/19 there were 29 complaints received which is a reduction of 15 on quarter 1. Of these 26 were resolved and 3 are outstanding.

4.11 The reasons for the complaints were varied and can be found on page 5 of the report at appendix 1.

4.12 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.

4.13 Information is also gathered from providers about the complaints that they receive from service users and families. In quarter two the information gathered demonstrates that providers received 46 complaints and that 39 were resolved whilst 7 are still being investigated.

### **User satisfaction**

4.14 As part of the quality assurance process we carry out family, service user and staff questionnaires for those services being reviewed. The take up rate for these questionnaires has improved for quarter 2 and seen 129 completed.

4.15 The intelligence gained from gathering satisfaction data helps determine the quality assurance officers focus for the quality assurance visits.

4.16 Samples of the responses from the questions in the Satisfaction questionnaires are illustrated on page 10 of Appendix 1, along with some of the comments received. Overall the feedback received is positive but we continue to follow up any negative or unsatisfactory feedback.

## **In conclusion**

We are seeing an improving picture in the quality of Rochdale's provider market. It should also be noted that as of November 2018 Rochdale has the second highest quality rating in Greater Manchester which is testament to the work of the quality team and providers.

<b>5. Costs and Budget Summary</b>
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5.1 There are no financial implications relating to this report.

<b>6. Risk and Policy Implications</b>
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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 July 2018 and September 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.

<b>For Further Information Contact:</b>	Tracey Harrison <a href="mailto:tracey.harrison@rochdale.gov.uk">tracey.harrison@rochdale.gov.uk</a> 01706 927989
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