



Market Oversight Report for Quarter 2 2018-19



Market Oversight

The information provided below shows commissioning activity for Quarter 2 2018/19
Contents include:

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

Service Providers reviewed during Quarter 2 2018/19 for all client groups:

We are concentrating on the 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 Good or Outstanding will have a lighter approach, shorter visits to check certain areas, emphasis on maintaining relationships.

OOB homes are going to be given a light touch approach and information gathering from Care Management, Local Authority, CQC, Residents and Relatives.

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Reviews broken down by In Borough (Homes that Requires Improvement or Inadequate in one or more areas)

Provider reviewed	Requires Improvement Visits	Inadequate Visits
Archmoor Care Home	5	
Ashbourne Dual Reg Home (Norden)	3	
Beech House Rest Home	0	
Beechwood Lodge Residential & Dementia Care Home	6	
Braeside Dual Home	4	
Briarmede Rest Home	8	
Heywood Court Home	3	
Highfield House Res Home (NYI)	2	
Highfield Manor Care Home (NYI)	5	
Hurstead House Dual Home		6
Lakeside Residential Home	5	
Little Heaton Care Home	8	
Marland Court	10	
Meadowview (CQC Good) (Major concerns)	10	
Middleton Hall	5	
Newhey House	3	
Oakland Dual Reg Home (Bury Road, Rochdale)	7	
Oaklands (Milnrow)	0	
Passmonds Dual Reg Home	9	
Riverside Nursing Home	6	

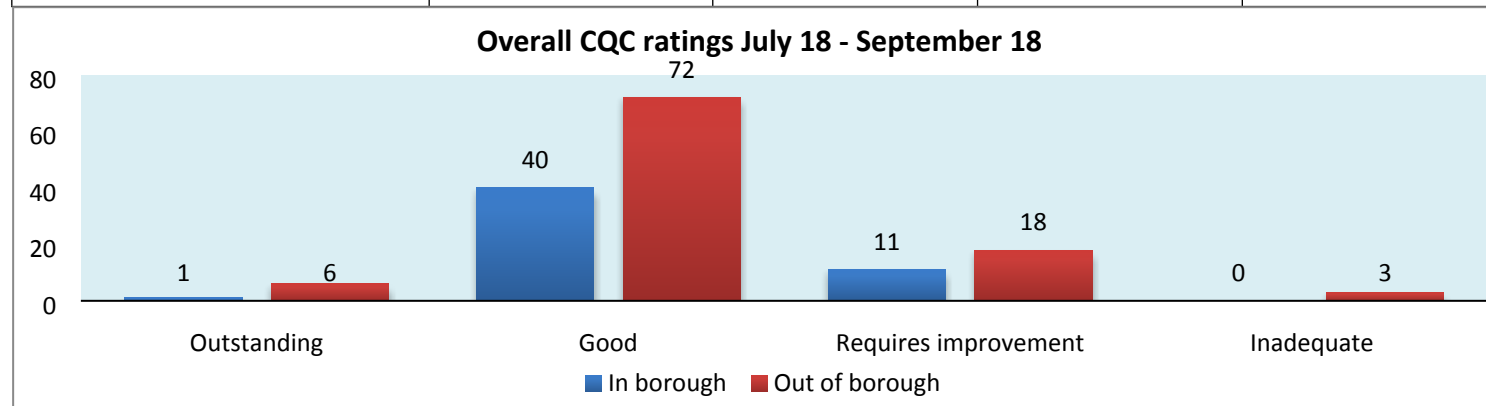
44 further visits were completed over Q2 to CQC Rated good homes. Totalling 149 visits in Quarter 2.

Out of Borough Reviews broken down by Lead Provider

Lead Provider reviewed	Out of borough
Older People	17
Learning Disability	6
Mental Health	2
Physical Disability	4
Prevention	0

CQC Inspections split by individual ratings (July 2018 – September-2018) for all client groups:

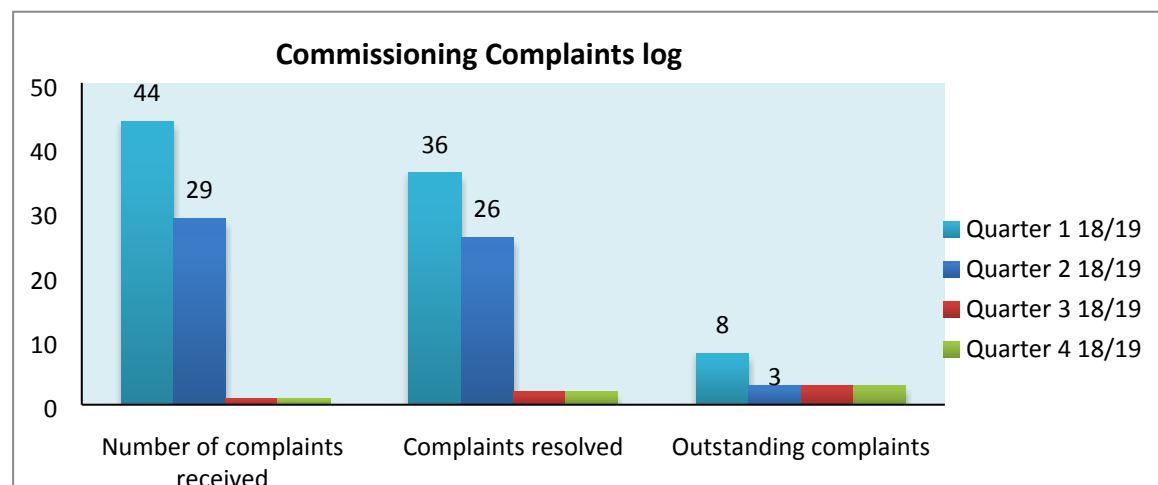
Overall Ratings	In Borough	Percentage	Out of Borough	Percentage
Outstanding	1	2%	6	5%
Good	40	74%	72	68%
Requires improvement	11	20%	18	17%
Inadequate	0	0%	3	3%
Not yet Inspected	2	4%	7	7%



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 July 18 to September 2018 is included in the table below. In quarter 2 of 2018/19 29 concerns/complaints were raised with the commissioning team. Of these 26 were resolved, 3 are outstanding. The outstanding complaints require further investigation.

COMMISSIONING TEAM INFORMATION (June 18- September 18)	Quarter 1 18/19	Quarter 2 18/19	Quarter 3 18/19	Quarter 4 18/19
Number of complaints received	44	29		
Complaints resolved	36	26		
Outstanding complaints	8	3		
Complaints transferred to other departments external to the Commissioning team	0	3		
Compliments to Adult Care Commissioning about providers	2	0		



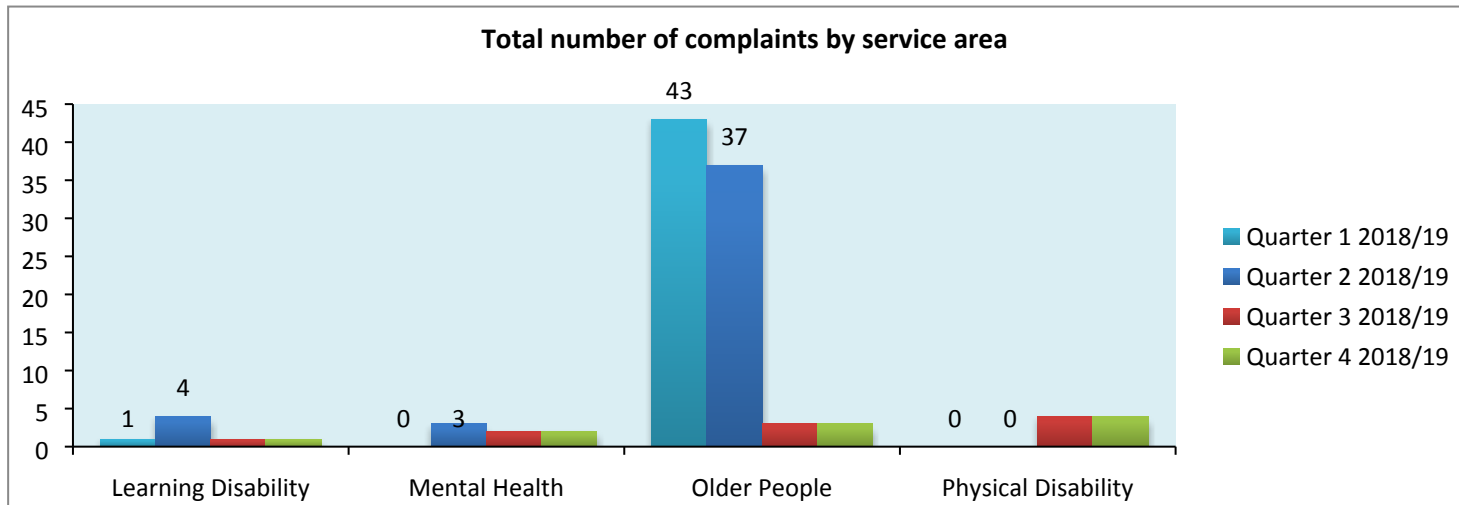
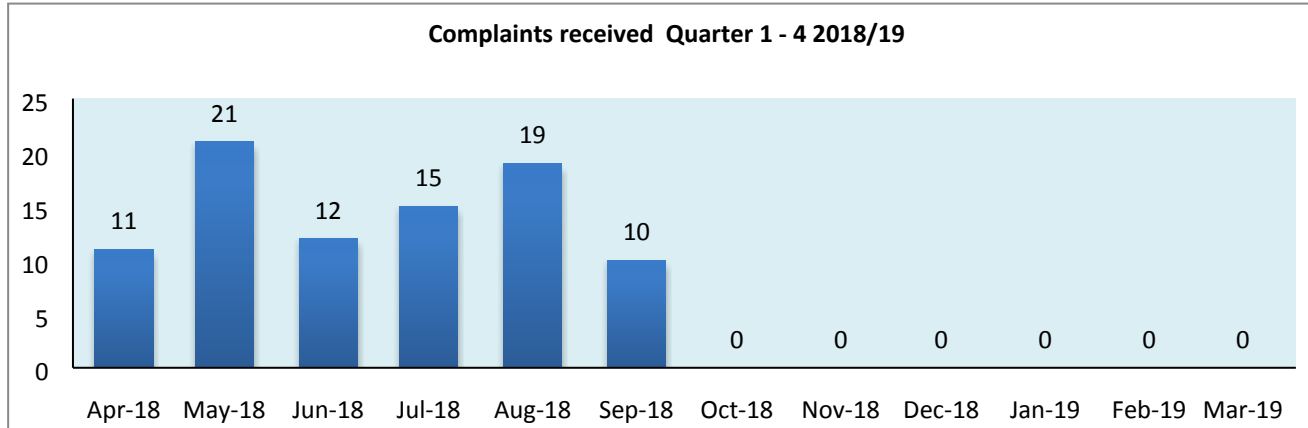
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There has been a mixture of complaints including:

- Financially and physically reported
- Various concerns from DN's at huddle around staffing / soap dispensers / dressings / soiled residents.
- Issues with staff falling out with each other and causing problems as a consequence.
- Carer not happy about fees
- Daily notes completed in advance
- Staffing issues
- Concerns over placement for Rochdale resident
- General Care, record keeping, cleanliness
- Hand soap not provided in EMI unit
- Home manager has requested monies from RBC Client Financial Services but they queried why no monies been requested for over two years from the home.
- Moving and handling concerns; Lack of moving and handling equipment, poor care and lack of dignity.
- Concerns around staff awareness of reporting procedure for sudden and unexpected deaths.
- PA finance concerns
- Reports that provider apparently recording behavioural issues on scraps of paper
- Temperature of rooms
- Pressure mat and underneath this was old wet urine which smelt
- Faeces on his bed sheet and his bed sheets were not fitted properly and just in a bundle.
- Residents looking dishevelled
- Unable to accept cash budget due to person being on leave.
- No hot water
- Query regards both lead providers refusing the package.
- Medication.
- Care worker fell asleep on a number of occasions whilst on duty
- Missing clothes
- Resident attended went out with her daughter on her birthday and didn't have her hearing aids in and was unable to skype her family in Australia. Her daughter made a complaint that staff hadn't checked if she had her hearing aids in before she went out.

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The number of complaints received in each month of Quarter 2, 2018/19 is illustrated below along with the number of complaints per service area:



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Commissioned Provider Concerns

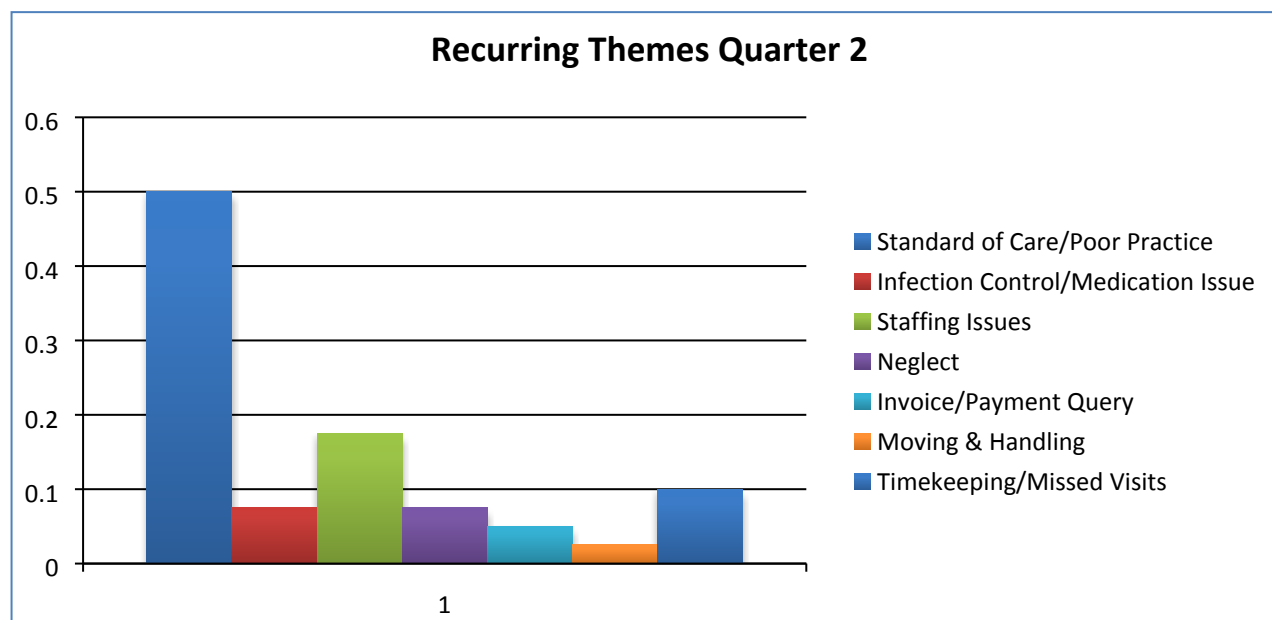
Adult Care Commissioning Team collects information from providers about the concerns that they receive and manage internally. This has been done on an annual basis as part of the quality monitoring process. 47 Providers responded.

The table below shows a summary of the information available for Quarter 2 2018/19:

Recurring Themes

Standard of Care/Poor Practice	11	23.91%
Infection Control/Medication Issue		0.00%
Staffing Issues	5	10.87%
Neglect	1	2.17%
Invoice/Payment Query	1	2.17%
Moving & Handling	2	4.35%
Timekeeping/Missed Visits	2	4.35%
Other	24	52.17%
Total	46	100.00%

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PROVIDER INFORMATION (Apr 18- June 18)	Quarter 1 18-19	Quarter 2 18-19	Quarter 3 18-19	Quarter 4 18-19
Number of complaints received	43	46		
Number of complaints resolved	39	39		
Number of outstanding complaints	4	7		

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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'Other', where specified, includes:

1. Continuity of carers
2. Theft - Still under investigation
3. Breakdown in communication
4. Complaint re Decor and activities
5. TV not working in bedroom
6. Garden maintenance
7. Lost item
8. SU exposed himself to neighbour
9. Overheard conversation
10. Complaint to RMBC re shared lives consultation
11. Gossip related
12. Standard of food
13. Family wanting contact without support

'Lessons learnt' from complaints by providers include:

1. Planning carers into runs so continuity of carers improves.
2. Clarity for staff of medication protocol.
3. Communicate on regular basis
4. Medication training increased
5. Importance of ensuring effective communication and recording
6. Complaints are being responded to in line with policy. Some were unfounded. Garden in one service to be improved. Improved risk assessment in place for SU that exposed himself to neighbour.
7. Staff meeting held and discussed the importance of professional conversation. There also became a transparent picture of who we were having gossip issues with and this has helped the home deal with the situation. One situation has empowered the staff to feel valued and know that they have a right to complain about relatives.
8. I have complained to the district nurses and had a meeting with one of the sisters due to the continuity of care my residents are receiving. The meeting held was to highlight issues and how we can go forward.
9. I have referred through duty regards a family member and the impact they are having on the home. I have spoken to our link worker and this has only just been allocated to the social worker so hoping for a visit soon
10. We have changed food suppliers and this has made a huge difference to choices available.
11. All complaints have been shared with staff so that we can reflect on our practices.
12. We have now implemented a recruitment plan to ensure we have a relief bank of diverse staff.

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13. Reviewed the hours utilised for laundry duty and communication regarding standards of care
14. We now have charts in place for the hearing aids to be kept in a lockable space during the night. They are signed in when taken off and signed out when put back in in the morning

Satisfaction Questionnaires Q2 2018/19 (July 18 – September 18)

Questionnaires	Count
Family	19
Service User	45
Staff	65

- 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	% Yes	% No	Other Comments
Do you feel the service is well-managed and do you know the managers name?	100%	0%	
Do staff help you to feel safe?	98%	2%	
Do you get support when you most need it?			
Do staff help you clean?	96%	4%	
What do you get to eat and drink? i.e. do you get all the food and drink you like?	100%	0%	
Do you feel you are treated with courtesy and respect by all staff?	91%	9%	
Do you feel you are treated with courtesy and respect by all staff?	98%	2%	
Do you feel you are listened to and involved in the planning of your support?	91%	9%	

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How do you spend your time, i.e. activities, watching TV, listening to music?	93%	7%
Do staff/management respond to your concerns you raise?	98%	2%
Do you know how to make a complaint?	87%	13%

One comment from a service user at Beech House – “I love living here they make me feel very safe and are kind to me”

One comment from a service user at Hulton Care around Q7 Do you feel you are listened to and involved in the planning of your support? Service user answered NO - “I don’t know why I feel that, I just do / happy with all care I am receiving”.

Families Satisfaction	Yes	No	Don't Know
Safeguarding: Do you know how to report anything that you have concerns about?	100%	0%	0%
Safeguarding: How would you know where to report an issue you are unhappy with?	90%	10%	0%
Safeguarding; Have you seen or heard anything that concerns you about your family member’s care/support?	0%	100%	0%
Service User Needs: Are the service users supported to access community services during the day?	5%	31%	64%
Service User Needs: Does the service promote independence and choice for its service users?	67%		33%
Service User Needs: Does the service offer an appropriate range of activities which are of interest to the service users and encourage participation?	67%	33%	
Service User Needs; Do the activities offered support and encourage the development of practical, social and communication skills?	100%	0%	0%
Service User Involvement: Do you feel the service engages with and encourages service user participation in decisions relating to how services are delivered?	100%	0%	
Service User Involvement: Do you feel the service provider consults adequately with the service user and/or their representatives?	79%	21%	

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	Good	Average	Poor
Quality of Service: In your view, please rate the quality of the overall service provided:	67%	33%	0%

Comments from Family members – “Care home have been superb! They provide excellent care to my Mother and are very good at caring for her needs. They are good at communicating with the family and providing necessary support.”

“Feel staff should be taught to be vigilant at all times, e.g. if something not cleaned they should see this”

Staff questions have been changed to be more relevant to the role; they are not a YES/NO answer. All questionnaires were answered; any query's taken up at the time of collection. One concerns to report in Quarter Two, table below to show questions asked

Staff Satisfaction
What training and refreshers have you had in the areas listed on the last page?
What opportunities are you given to a) discuss your training needs and b) attend training days or courses?
Would you like to make any further comments about training offered by the provider?
How often do you receive supervision and appraisals/meet with your supervisor? Do you receive a written record of these meetings?
What is a care plan?
Where is the care plan kept and who has access to them?
How do you know what the service user needs assistance with?
What involvement do you have in; a) developing care plans, b) implementing care plans c) monitoring and reviewing care plans.
What do you do if anything arises that is not in a care plan or that requires earlier review than usual?
What do you understand to be a risk assessment?
Where do you write about what you have done during your shift? How often do you write this?
Do you feel staffing levels are adequate?
Are there any issues you would like to discuss/ If so, please indicate here If you wish you can contact a member of the team on 01706 922414

Concern - Don't always feel appreciated by the company as there is no career progression – Raised this with the company for them to discuss with the carer.

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Services Inspected by CQC during Quarter 2 (July to September 2018)

Service Name	Overall CQC Rating	Safe	Effective	Caring	Responsive	Well led
Carders Court - HC One	Good	Good	Good	Good	Good	Good
Fieldhouse Dual Reg Home	Good	Good	Good	Good	Good	Good
Heathcote (Middleton)	Good	Good	Good	Good	Good	Good
Riverside Nursing Home	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement
Higher Tunshill Farm	Good	Good	Good	Good	Good	Good
Ashbrook Neuro	Good	Good	Good	Good	Good	Good
Hurstead House Dual Home	Requires Improvement	Requires Improvement	Requires Improvement	Good	Good	Requires Improvement
Direct Health Care	Good	Good	Good	Good	Good	Good
Newbarn Ltd	Good	Good	Good	Good	Good	Good
Newmark (Previously Roshni Respite)	Good	Good	Good	Good	Good	Good
Stepping Stone services	Good	Good	Good	Good	Outstanding	Good
OOB Reviews – Service name	Overall CQC Rating	Safe	Effective	Caring	Responsive	Well led
Abbey Hey Care Home	Good	Good	Good	Good	Good	Good

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Brockhole Brow	Good	Good	Good	Good	Good	Good
Four Seasons Care Home (Bolton)	Good	Requires improvement	Good	Good	Good	Good
Lightbowne Hall	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement
Sunnyside Care Home	Good	Good	Good	Good	Good	Good