

Agenda Item	
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Report to Health, Schools and Care Overview and Scrutiny Committee



Date of Meeting	30 th January 2019
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 3 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 3 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 Visits to supported living providers have commenced during quarter 3, of which there have been 8 visits to 4 providers. In addition, sample telephone surveys have been completed for all our lead providers with service users and families.
- 4.5 The key points from the Q3 report are summarised below:

In borough residential provision:

Visits	Number of providers	Q3 CQC grading
76	13	Requires Improvement
8	2	Not yet inspected
13	1	Major concerns
97	various	Good or Outstanding

This is a total of 194 visits in total for Q3 which is an increase on the previous quarter.

Out of borough provision:

Desk top reviews	Number of providers
25	25

CQC inspections Q2 2018/19

- 4.6 There were 4 CQC inspections carried out in Rochdale Borough residential provision during Q2.
- 4.7 We continue to see an improving picture on the outcome of CQC inspections for Rochdale provision. The overall position at the end of quarter 3 is that of the 55 providers:

1 (2%) was rated as Outstanding,
42 (76%) were rated as good –an increase of 2 providers;

7 (13%) were rated as requiring improvement – remained the same; and
 0 (0%) were rated as Inadequate – remained the same;
 A further 5 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
 82 (71%) rated as good
 22 (19%) rated as requires improvement
 1 (1%) rated as inadequate; and
 5 (5%) 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 3 2018/19 there were 48 complaints received which is a reduction of 15 on quarter 1. Of these 37 were resolved and 11 are outstanding and require further investigation.

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 directly from service users and families. In quarter 3 the information gathered demonstrates that providers received 52 complaints and that 46 were resolved whilst 6 are still being investigated. Details can be found on page 9 of appendix 1.

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. This is the first year of delivering satisfaction surveys and we have seen a steady increase in the return rate again for Q3 as can be seen below.

Questionnaires	Q1	Q2	Q3	Q4
Family	3	19	23	
Service User	9	45	84	
Staff	6	65	44	
Total			151	

- 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 11 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.

Market Fragility

- 4.17 The market for residential and home care provision is experiencing some instability at the present time and commissioners are keeping a close oversight to changes to the market.

In conclusion

We are seeing an improving picture in the quality of Rochdale's provider market. It should also be noted that whilst there has been some fluctuation, Rochdale has the second highest quality rating in Greater Manchester for Jan 2019 at 81% which is testament to the work of the quality team and providers.

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 October 2018 and December 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.

For Further Information Contact:

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