



Market Oversight Report for Quarter 3 2018-19



Market Oversight

The information provided below shows commissioning activity for Quarter 3 2018/19
Contents include:

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

Service Providers reviewed during Quarter 3 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 in one or more area or not yet inspected / concerns)

Provider reviewed	Requires Improvement Visits	Not Yet Inspected / Concerns
Archmoor Care Home	5	
Beechwood Lodge Residential & Dementia Care Home	5	
Braeside Dual Home	7	
Briarmede Rest Home	7	
Church Walk	3	
Heywood Court Home	4	
Highfield House Res Home (NYI)		2
Highfield Manor Care Home (NYI)		6
Hurstead House Dual Home	8	
Lakeside Residential Home	3	
Marland Court	9	
Meadowview (CQC Good) (Major concerns)		13
Newhey House	2	
Passmonds Dual Reg Home	7	
Riverside Nursing Home	11	
Springfield Park Nursing Home	5	
	76	21

97 further visits were completed over Q3 to CQC Rated good homes. Totalling 81 visits in Quarter 3 for Older People's Services. Supported Living Services have now commence in Quarter 3 – 8 visits in total for quarter Three. Domiciliary telephone surveys completed for our lead providers with Service Users or families.

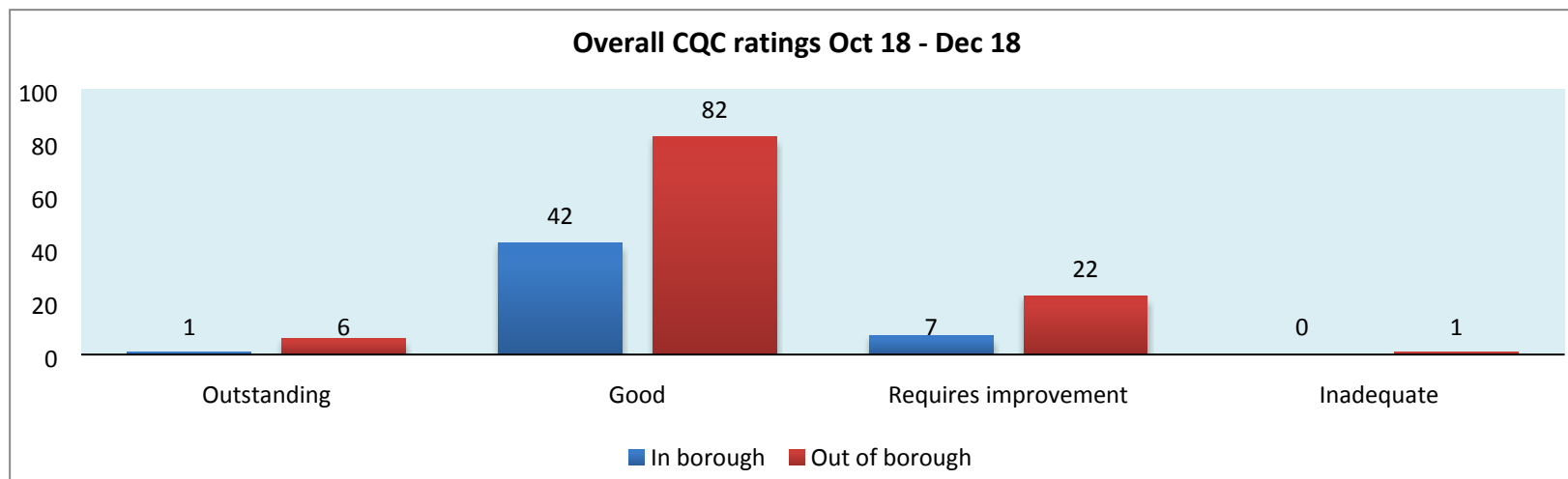
Out of Borough Reviews broken down by Lead Provider

Lead Provider reviewed	Out of borough
Older People	10
Learning Disability	7
Mental Health	4
Physical Disability	3
Prevention	1

CQC Inspections split by individual ratings (Oct 2018 – December-2018) for all client groups in Older Peoples Services:

Overall Ratings	In Borough	Percentage	Out of Borough	Percentage
Outstanding	1	2%	6	5%
Good	42	76%	82	71%
Requires improvement	7	13%	22	19%
Inadequate	0	0%	1	1%
Not yet Inspected	5	9%	5	4%

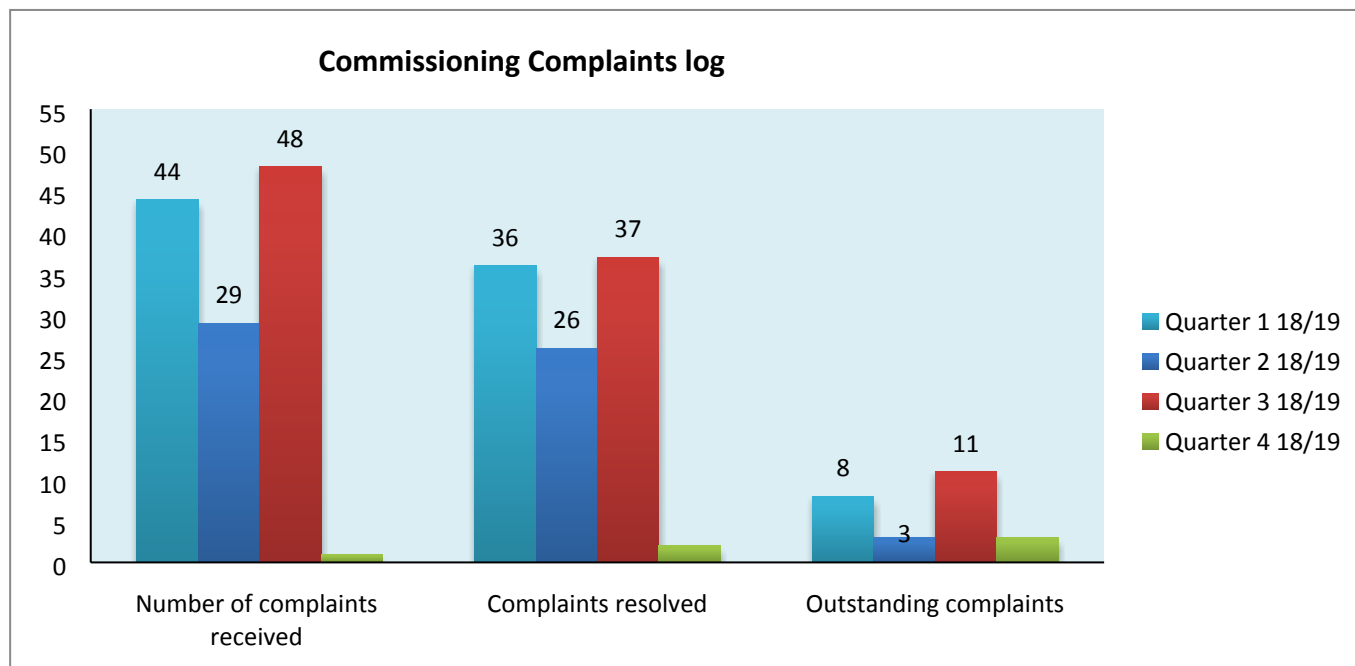
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Adult Care Market Oversight feedback

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 **October 2018 – December-2018** is included in the table below. In quarter 3 of 2018/19 – 48 concerns/complaints were raised with the commissioning team. Of these 37 were resolved, 11 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	48	
Complaints resolved	36	26	37	
Outstanding complaints	8	3	11	
Complaints transferred to other departments external to the Commissioning team	0	3	0	
Compliments to Adult Care Commissioning about providers	2	0	0	



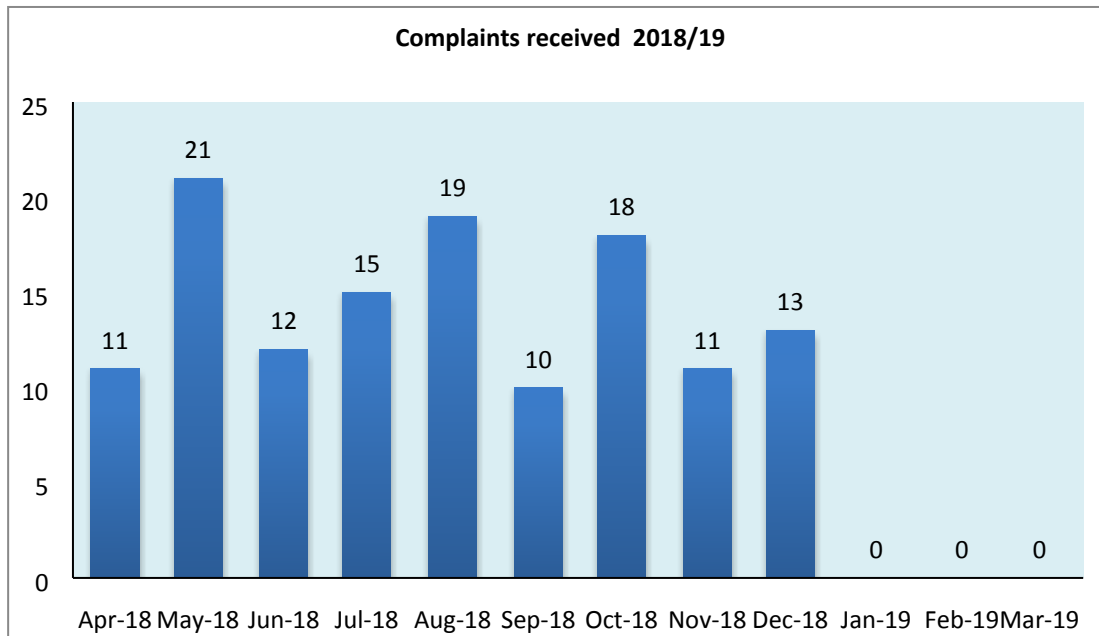
There has been a mixture of complaints including:

1. Neglect
2. Medication
3. Financial
4. Moving & Handling
5. Hospital transport not arranged / no wheelchair provided
6. Lift broken on several occasions
7. Pressures sores received in home.
8. Poor service, late calls, numerous care staff with no knowledge of SU, no response from on call, not staying allotted time
9. Broken door handles and screws hanging out of walls in care home.
10. Floating bath and it has been broken for the last 4 weeks, £10 to get her hair washed as they normally wash it in the bath but broken.
11. Environment very unclean and this also not enabling her to put OT equipment in bathroom.

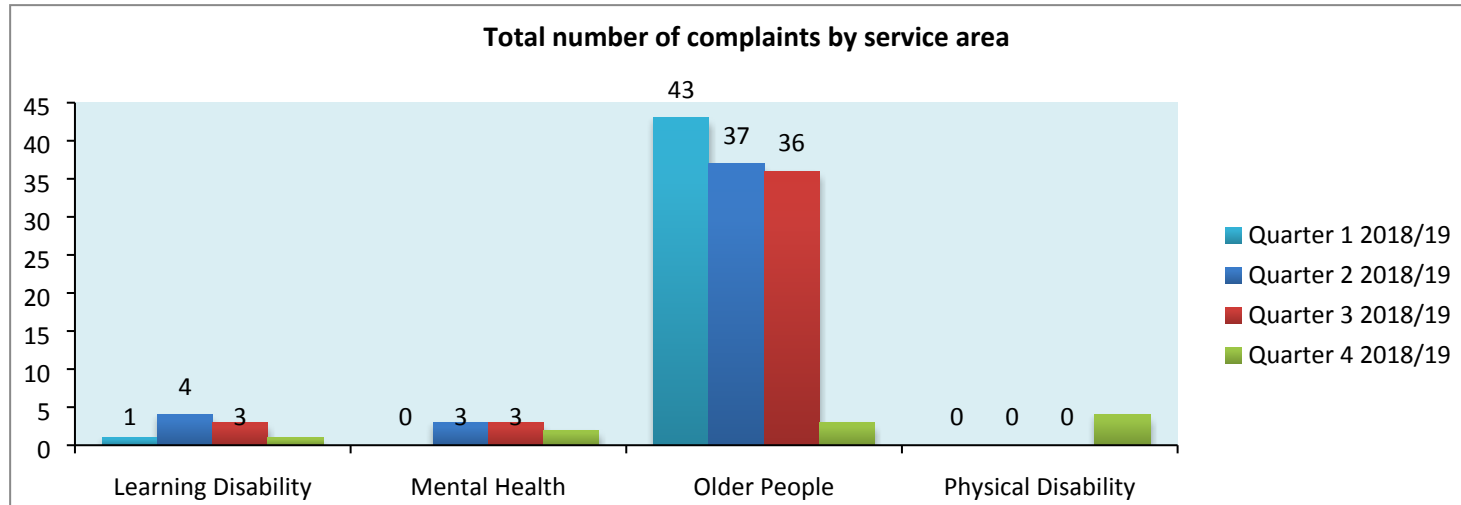
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12. No TV aerial point in residents room
13. Standard of care around nutrition, medical appointments, falls
14. Dom Care provider not picking up packages
15. Scabies + Various issues around care, food and environment.
16. Overuse of agency staff
17. Lack of incontinence pads
18. Carers arriving too early, no prompting to shower, carers not logging when they leaving, poor recording around meal consumption,
19. Falsification of times

The number of complaints received in each month of Quarter 3, 2018/19 is illustrated below along with the number of complaints per service area:



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Commissioned Provider Concerns

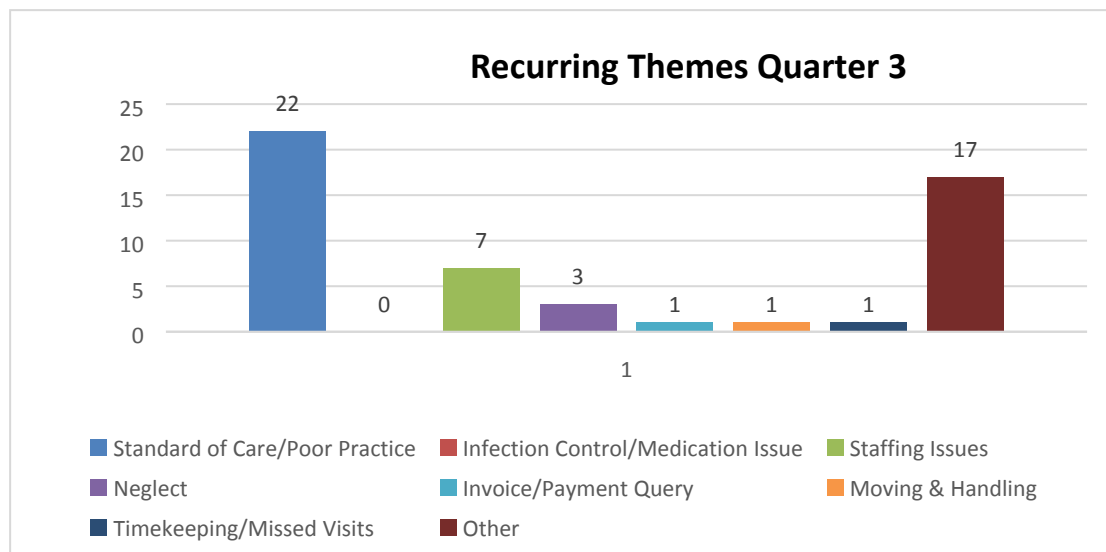
Adult Care Commissioning Team collects information from providers about the concerns that they receive and manage internally. This has been done on an annual basis as part of the quality monitoring process. 51 Providers responded.

The table below shows a summary of the information available for Quarter 3 2018/19:

Recurring Themes

Standard of Care/Poor Practice	22	42%
Infection Control/Medication Issue		0%
Staffing Issues	7	13%
Neglect	3	6%
Invoice/Payment Query	1	2%
Moving & Handling	1	2%
Timekeeping/Missed Visits	1	2%
Other	17	33%
Total	52	100%

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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	52	
Number of complaints resolved	39	39	46	
Number of outstanding complaints	4	7	6	

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:

- Communication amongst staff on handover/reports regarding GP visits – by staff member
- Non completion of request by HO for copies of paperwork from family member
- Care Workers knocked a plug off the wall, Comfort Call paid for this to be repaired and complaint is now resolved.
- Activities
- Misinformed about bed availability by previous admin
- Missing clothing items from resident respite stay
- Resident's missing ring (currently being investigated)
- Standard of the satellite kitchen on Kendal Unit – new kitchen being put in place week commencing 07.01.2019
- Resident issue
- Resident's dentures had gone out in the rubbish. This is still being sorted out.
- Electric shaver went missing now replaced.
- Neighbours Complained about SB father shouting on the front door.
- Neighbours complained of regarding the New wet room drains not having been done properly and drain overflowing in their back garden

'Lessons learnt' from complaints by providers include:

- Staff meeting conducting to aid with staff communication – senior communication book introduced
- Care workers to be vigilant of surroundings when lowering a hospital bed and to ensure that there are no hazards before completing the action
- More spot checks needed
- Staff increase in observation.
- Communicate with staff to resolve issues
- Following complaint staff have been made that any resident that health deteriorates can have drinks from a beaker cup and does not require an assessment. The care plan can be updated after to show changes.
- Communication with service users should be according to service users' preferred method. Service users should feel comfortable around their care staff.
- "Due to disgruntle staff we do seem to have had a lot of reports stating that they we are not tending to service users personal care, not showering them or caring for them. I've sent reports over to graham Oldham from CQC to clarify the complaints that did go to him.

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- We have had many complaints of relatives with regards to activities we have employed an activity lady again but unfortunately she didn't stay within her role. I'm working closely with Helena from adult care with some ideas that I could implement into the home to benefit the service users
- Regular medication training. Annually is not enough. More spot checks carried out.
- New admin and senior now fully aware of procedure for respite.
- "To ensure that all resident's property is efficiently detailed on the day of the resident's admission to the home
- To ensure that any specific personal items and items of jewellery have photographs obtained for information and these are uploaded to the new PCS care profile
- Staff were reminded glasses and teeth to be in place before meal times.
- Lost in transit from the manufacturer in Holland, the replacement had to be made as a special order as there were no parts left in stock. Residents who were unable to use the shower chair received full bed baths and so hygiene needs were fully met. The part was eventually received mid-December, but in the meantime to prevent this reoccurring, Qualia purchased a second bathing trolley of a different make so that there would not be the same problem in obtaining parts and that there would always be one available in the building.
- 2 – Complaints were from the same family member about the standard of care her sister was receiving. This was fully explored and there was nothing found. The Home Manager referred the matter to CHC for review as she had concerns over the sister and her behaviour not only to staff but in relation to the resident. The issues have been resolved with professional involvement of the CHC nurse assessor, the dietician, social worker and GP.
- Verbal complaint was from a resident on the young disabled unit who complained about a high intake of new staff on the unit. He was reassured that they had received induction training and were working alongside regular staff and that 'everyone had to start new' at some point. He has since got used to the new staff and feels more at ease.
- Verbal complaint from a relative who had to wait outside one evening for the front door to be opened. It was explained that the door could not be left open when no one was in reception as it would be a risk for the residents. We apologised for the delay in answering it, but staff were busy providing personal cares and would not break off during cares as this was undignified. He accepted the explanation. Staff suggested he ring the unit he was visiting if he was waiting a while again.
- Medication Error identified area of training required around names of medication and generic Medication names.
- Process of handover between day services and respite to be improved
- Revisit training and on the spot training
- Staff to be more alert to where resident's put their belongings.
- Bed not made in morning – Staff informed and warning

Satisfaction Questionnaires Q3 2018/19 (Oct 2018 – December-2018)

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Questionnaires	Q1	Q2	Q3	Q4
Family	3	19	23	
Service User	9	45	84	
Staff	6	65	44	
Total	18	129	151	

- 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?	76%	24%	
Do staff help you to feel safe?	96%	4%	
Do you get support when you most need it?			
Do staff help you clean?	93%	7%	
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?	96%	4%	
Do you feel you are treated with courtesy and respect by all staff?	96%	4%	
		6%	
Do you feel you are listened to and involved in the planning of your support?	94%	1%	
How do you spend your time, i.e. activities, watching TV, listening to music?	99%	5%	
Do staff/management respond to your concerns you raise?	95%	19%	
Do you know how to make a complaint?	81%		

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Supported Living Service User- "I like living here and am able to look after myself with staff support. They take me out when I want to go out, I'm going to Bury today to see if I can get a new remote for my games console and staff will take me"

Service User – Carders Court Love quizzes and entertainment on all units - Don't like mixed toilets

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?	85%	15%	0%
Safeguarding; Have you seen or heard anything that concerns you about your family member's care/support?	4%	96%	0%
Service User Needs: Are the service users supported to access community services during the day?	4%	32%	64%
Service User Needs: Does the service promote independence and choice for its service users?	77%		23%
Service User Needs: Does the service offer an appropriate range of activities which are of interest to the service users and encourage participation?	70%	30%	
Service User Needs; Do the activities offered support and encourage the development of practical, social and communication skills?	96%	4%	0%
Service User Involvement: Do you feel the service engages with and encourages service user participation in decisions relating to how services are delivered?	92%	8%	
Service User Involvement: Do you feel the service provider consults adequately with the service user and/or their representatives?	68%	32%	
	Good	Average	Poor
Quality of Service: In your view, please rate the quality of the overall service provided:	92%	8%	0%

One comment from a family member at Stamford House – “A Physio would be of benefit to him, and have asked but there is a long waiting list .Speech therapist would also benefit but again (no funding) or waiting list.

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One comment from a family member at Oaklands (Milnrow) I would just like to say thank you so much for the wonderful care you are all giving to my Brother. His life is so much better with your care and medication.

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

Potens staff member - The manager is very supportive and brilliant, any concerns staff have are immediately addressed, she is very good.

Braeside staff member - Minimal staff numbers are increasing pressure felt, as there is no time to spend with residents .This has reduced staff patience and caused low job satisfaction.

Oaklands Bury Road staff member - The manager is not hands on and doesn't have the respect of the staff. She doesn't appear to have a caring nature and you never really see her with the residents, staff don't feel she goes on the floor enough

Springbank Staff Member - The home is very happy and all the residents are like family, it is very homely here.

Services Inspected by CQC during Quarter 3 (Oct 2018 – December-2018)

Service Name	Overall CQC Rating	Safe	Effective	Caring	Responsive	Well led
Briarmede Rest Home	Requires Improvement	Requires Improvement	Requires improvement	Good	Good	Requires Improvement

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Little Heaton Care Home	Good	Good	Good	Good	Good	Good
Middleton Hall	Good	Good	Requires Improvement	Good	Good	Good
Oakland Dual Reg Home (Bury Road, Rochdale)	Good	Good	Good	Good	Good	Good

OOB Reviews – Service name	Overall CQC Rating	Safe	Effective	Caring	Responsive	Well led
Averill House	Good	Good	Good	Good	Good	Good
Belgravia House	Good	Good	Good	Good	Good	Good
Birchwood	Good	Good	Good	Good	Good	Good
Hollybank Residential Home	Good	Good	Good	Good	Good	Good
Ingersley Court	Requires Improvement	Requires Improvement	Good	Good	Requires Improvement	Requires Improvement
Moorfields Residential Home	Requires Improvement	Good	Good	Good	Good	Requires Improvement
Moston Grange	Requires Improvement	Requires Improvement	Good	Good	Good	Requires Improvement
Oaklands Nursing & Residential Home	Good	Good	Good	Good	Good	Outstanding
Rosedale	Good	Good	Good	Good	Good	Good
Woodleigh (Healey Care)	Good	Good	Good	Good	Good	Good