



Market Oversight Report for Quarter 1 2019-20



Market Oversight

The information provided below shows commissioning activity for Quarter 1 2019/20
Contents include:

- Quality Assurance Reviews
- CQC Ratings
- Market Oversight feedback
- Satisfaction results
- GM & North West Results

Service Providers reviewed during Quarter 1 2019/20 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 Outstanding or Good 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	4	
Briarmede Rest Home	5	
Carders Court (NYI)		13
Highfield House (NYI)		3
Highfield Manor Care Home (NYI)		4
Hurstead House Dual Home	4	
Lakeside Residential Home	3	
Marland Court	2	
Meadowview	5	
Monacliffe (Good)		8
Newhey House	2	
Passmonds Dual Reg Home	2	
Riverside Nursing Home	6	
Springfield Park Nursing Home (NYI)		7

107 further visits were completed in Q1 to CQC Rated good or outstanding homes. Totalling 190 visits in Quarter 1 for Residential Services.

11 Supported Living Services were Quality Monitored

11 Domiciliary offices had visits from their QA.

3 Day Services visited and reports/ action plans received

1 Shared Lives Office visit

This totals 216 visits for quarter one.

Domiciliary telephone surveys completed for our lead providers with Service Users or families.

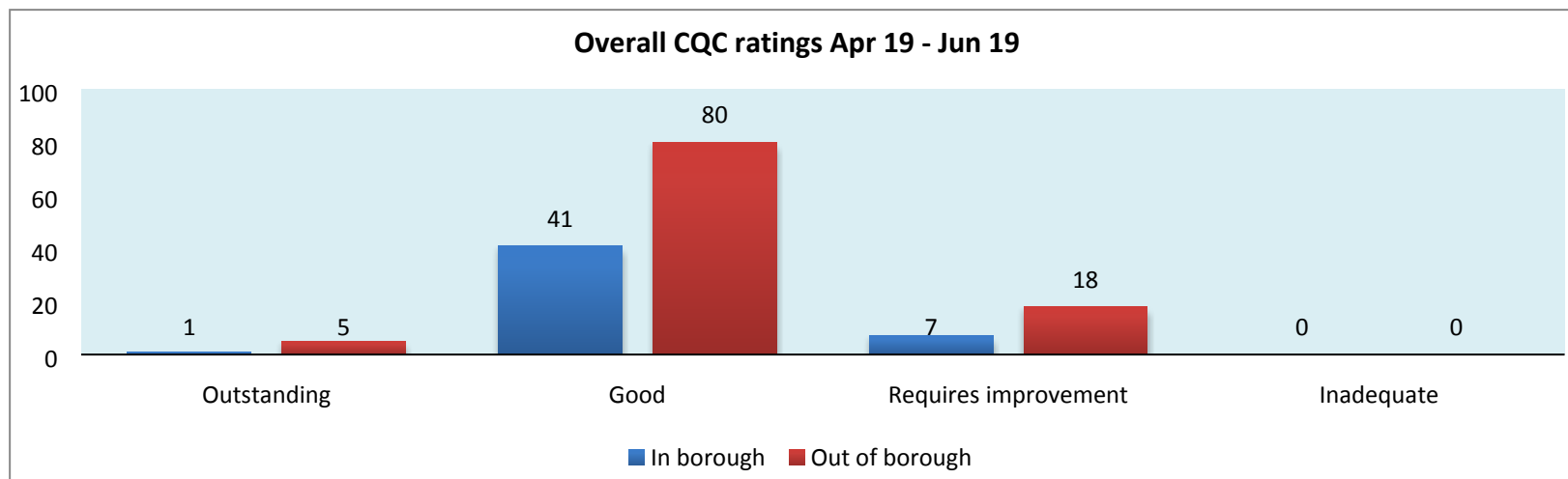
Out of Borough Reviews broken down by Lead Provider

Lead Provider reviewed	Out of borough
Older People	8
Learning Disability	5
Mental Health	7
Physical Disability	1
Prevention	0

CQC Inspections split by individual ratings (Apr 2019 – Jun 2019) for all client groups in Residential Services:

Overall Ratings	In Borough	Percentage	Out of Borough	Percentage
Outstanding	1	2%	5	5%
Good	41	73%	80	74%
Requires improvement	7	13%	18	17%
Inadequate	0	0%	0	0%
Not yet Inspected	7	12%	4	4%

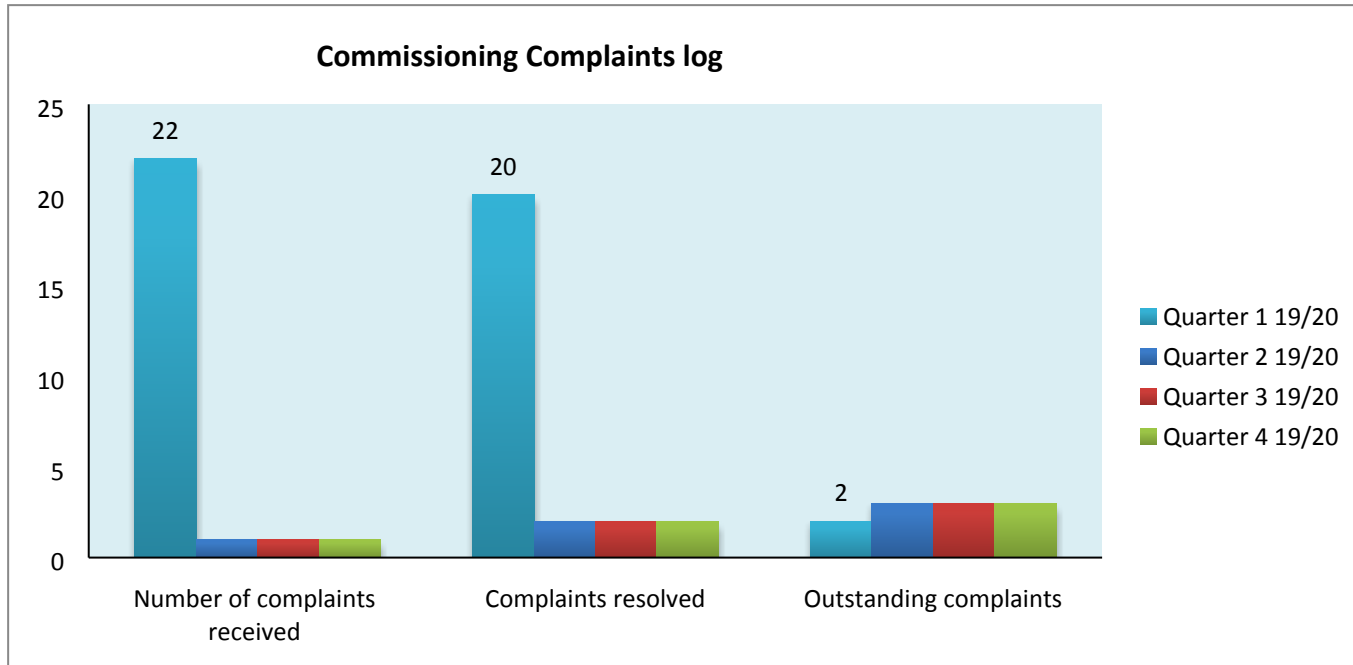
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Adult Care Market Oversight feedback

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 **Apr 19 – Jun 19** is included in the table below. In quarter 1 of 2019/20 – 22 concerns/complaints were raised with the commissioning team. Of these 22 were resolved, 2 are outstanding. The outstanding complaints require further investigation.

COMMISSIONING TEAM INFORMATION (Apr 19- Jun 19)	Quarter 1 19/20	Quarter 2 19/20	Quarter 3 19/20	Quarter 4 19/20
Number of complaints received	22			
Complaints resolved	20			
Outstanding complaints	2			
Complaints transferred to other departments external to the Commissioning team	0			
Compliments to Adult Care Commissioning about providers	1			

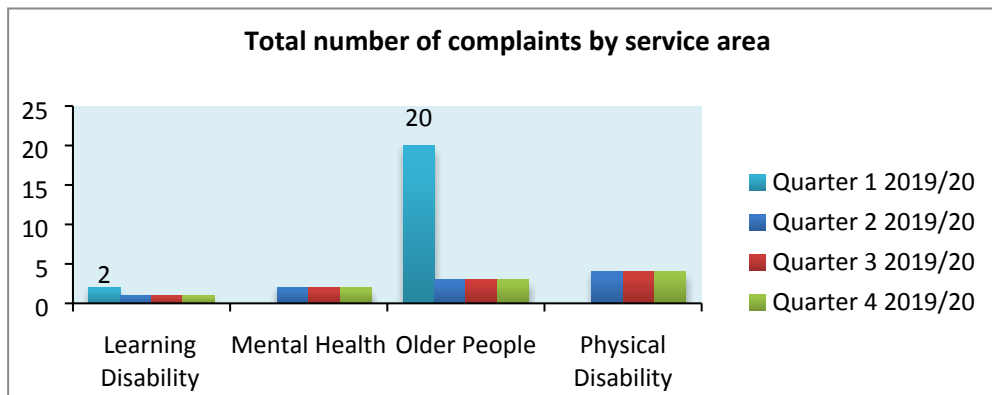
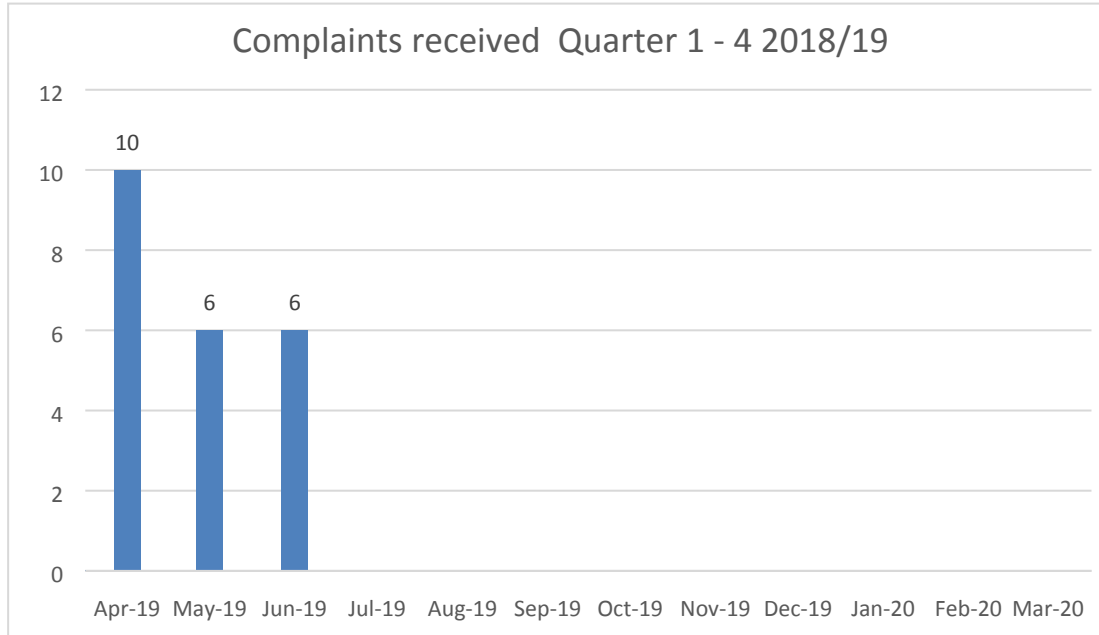


There has been a mixture of complaints including:

1. Neglect – Absconding
2. Medication
3. Staffing
4. Refusal of packages
5. Late / Missed Visits
6. Unwitnessed Falls
7. Moving & handling
8. Call bell not working
9. Tissue Viability
10. Staff knowledge / training
11. Nursing Competence
12. Malodorous smells

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The number of complaints received in each month of Quarter 1, 2019/20 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. 43 Providers responded.

The table below shows a summary of the information available for Quarter 1 2019/20:

Recurring Themes

Standard of Care/Poor Practice	29%
Infection Control/Medication Issue	7%
Staffing Issues	11%
Neglect	0%
Invoice/Payment Query	18%
Moving & Handling	0%
Timekeeping/Missed Visits	2%
Other	33%
Total	100%



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PROVIDER INFORMATION (Apr 19 - Jun 19)	Quarter 1 19-20	Quarter 2 19-20	Quarter 3 19-20	Quarter 4 19-20
Number of complaints received	45			
Number of complaints resolved	41			
Number of outstanding complaints	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.

Other from providers include

- Broken Lift
- Boiler broken
- Care and laundry issues
- Anonymous complaint via email complaining about a certain member of staff, number and email address contacted. Number doesn't exist and no response from email. This was closed down, by regional manager
- Car park
- Complaining then realised in wrong home
- Awaiting Assessment for one SU
- One was a lady that came to see the home (she was not nice) angry I showed her round even though we didn't have a room and she complained about the car park.

'Lessons learnt' from complaints by providers include:

- To order stoma bags earlier to avoid running out and contact bowel nurse for support.
- Night staff to wake up residents quietly, not to disturb others
- Fitted new boiler
- Office staff & on call to constantly monitor carer log ins and ensure all meetings are put on calendar correctly.
- To make sure a body map is completed for all service user.
- Better staff communication when it comes to clothing or supply of underwear to a resident – no messages passed on which left the relative upset
- Laundry Assistant is on long term sickness. Recruited a temporary person who is learning the role.

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- Staff forgetting to return to en-suite after assisting an individual to access toilet facilities and moving continence product in pedal bin to sluice.
- Laundry issues awaiting new DBS for new applicant
- Man came to complain about how his wife was treated at an interview turns out he had wrong home.
- Laundry assistant required asap !!!
- Not to put up with rude people.
- To ensure kitchen door is shut between meal times.
- Seniors to be more observant, not to be distracted during medication round
- To come direct to the branch as they would be resolved straight away
- Stricter safety checks around the building including new paperwork.
- Staff issues were acted on quickly and resolved
- Multiple lessons learnt – details kept on site..

Compliments included;

- Lots of compliments from family's and professionals. Thank you notes displayed in foyer
- DELIGHTED THE WAY STAFF PULL TOGETHER IN TIMES OF DIVERSITY
- Good news stories published in "One Rochdale Health & Care"
- Compliment received from End of Life family stating that carer allocated was understanding and was sympathetic to family's requirements
- 5 Compliments in www.carehome.co.uk. Review score is 9.4 in June
- 13 compliments, 3 excellent [carehome.co.uk](http://www.carehome.co.uk) reviews, 2 good news stories,
- positive reviews on website since April 2019
- Care Home Funday on 06/07/19 raised £243 for residents comfort fund.
- "Compliment from bury LDTN really good team
- Prospective SU from parent how lovely and warm the home was and would really like her son to live in one of the homes
- "Greater Manchester teaching care home good practice sessions including posters. One of our residents has just passed his maths and English qualification and continues to do his computer course. Andy Burnham came to visit on national care home open day.
- Verbal compliment from district nurse to perspective resident's family about the care. GP is going to write a letter about one of the seniors. Family member emailed regards the work we have been doing with their mum and the changes in her
- We usually have at least a couple a day , more when the activity sessions are going on . Good News story , our activity sessions with Cartwheel Arts , which was enjoyed by all
- 1 article National Care group monthly newsletter
- Verbal compliments off District Nurses and GP's. Both said that Stamford House is a good friendly, clean home that's well organised.

Satisfaction Questionnaires Q1 2019/20 (Apr 19 – Jun 19)

Questionnaires	Q1	Q2	Q3	Q4
Family	6			
Service User	24			
Staff	12			
Total	42			

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

Service Users – Feedback

- *Sometimes staff are too busy and have to wait for things but in general they take care of me. The food is much better now and we can have whatever we want.(Springfield Park)*
- *I feel so much better since living here, I can now do things for myself which I couldn't do before, staff help me all the time (Ashbourne)*
- *They look after us really well, it's not the same as living at home but I'm much better here than I was at home (Beech House)*
- *There is not enough to do and not much communication so I am moving to another home more suited to me. Some of the staff are brilliant, particularly a couple on nights others don't really know you exist.(Beechwood Lodge)*

Family Member – Feedback

- *Mum has only been in for 4 weeks but so far so good, I have no issues and feel happy with the care she is being given as I feel she is safe (Beech House)*
- *The home is excellent, I visit everyday and feel reassured that mum is being looked after when I'm not there (Springbank)*

Staff – Feedback

- *The new manager is much better, she is on site every day and will come and help out although there is never enough staff to help with the residents, they deserve better care. (HC-One Oaklands Care Home)*
- *The new manager is excellent, she's like a breath of fresh air to this place and things are now moving. (HC-One Oaklands Care Home)*
- *Since the new manager has come in things are much better, she's brilliant. (HC-One Oaklands Care Home)*
- *I've been working with this service user for some time and enjoy my job very much (Respite North West)*

Services Inspected by CQC during Quarter 1 (Apr 2019 – Jun-2019)

Service Name	Overall CQC Rating	Safe	Effective	Caring	Responsive	Well led
Heywood Court Home	Good	Good	Good	Good	Good	Good

Out of Borough Service Name	Overall CQC Rating	Safe	Effective	Caring	Responsive	Well led
Alston View Nursing and Residential Home	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement	Requires Improvement
Beaumont College	Good	Good	Good	Good	Good	Good
Chadderton Total Care	Requires Improvement	Good	Requires Improvement	Good	Requires Improvement	Good
Dryclough Manor	Good	Requires improvement	Good	Good	Good	Good
Freehold Cottage	Good	Good	Good	Good	Good	Good

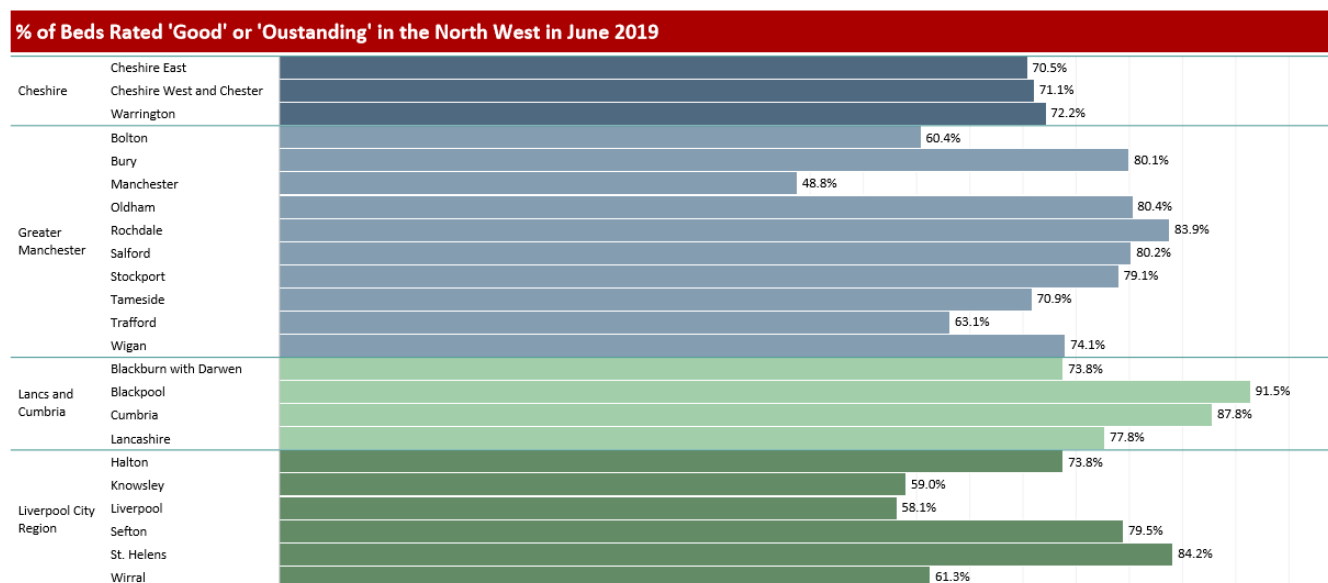
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Ghyll Grove Nursing Home	Requires improvement	Inadequate	Requires improvement	Requires improvement	Requires Improvement	Requires improvement
Goldcrest House	Good	Good	Good	Good	Good	Good
Manna House	Good	Good	Good	Good	Good	Good
Persona Short Stay and Shared Lives Scheme (Woodbury Respite OOB - Bury MBC)	Good	Good	Good	Good	Good	Good
Rosebridge Court, Allondale Unit	Good	Good	Good	Good	Good	Good
The Elms	Good	Good	Good	Good	Good	Good
The Gables (Partnerships in Care Limited)	Good	Good	Good	Good	Good	Good

In the ADASS Report from the North West Region it shows that Rochdale Borough Council are 4th Overall in the North West for Quality in Care Homes out of 23 Local Authorities and 1st in the Greater Manchester Locality with a 3.5% advantage.

1. Blackpool 91.5%
2. Cumbria 87.8%
3. St Helens 84.2%
4. Rochdale 83.9 %

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The ADASS Report from the North West Region it shows that Rochdale Borough Council are 5th Overall in the North West for Quality in Home Care out of 23 Local Authorities and 5th in the Greater Manchester Locality with a score of 96.6% we lost our 100% due to B2B Independent Living Ltd (Cash Budget only - Requires Improvement Overall - Three areas Safe, Responsive and Well Led) Published May 19.

Some aspects of the service were not always safe and there was limited assurance about safety.

Medication, Care Plans - requirement to maintain accurate, complete and contemporaneous records in respect of each person using the service.

Service management and leadership was inconsistent. Leaders and the culture they created did not always support the delivery of high-quality, person-centred care.

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% of Community Based Providers rated 'Good' or 'Outstanding' per Local Authority: *June 19*

