

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



Date of Meeting	17 th September 2019
Portfolio Adult Social Care	
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Public Document	

Market Oversight Report Q1 2019/20

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 one in 2019/20.

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 one of 2019/20 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 domains (Safe, Effective, Responsive, Caring and Well Led), with a particular focus on safe and well led.

- 4.2 For a care home to receive a RI or INAD rating the service must be failing to deliver the minimum quality of care that is expected. 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.
- 4.3 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.
- 4.4 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.
- 4.5 Supported Living reviews are being completed with a new paper tool which gives more emphasis on the home of the service user rather than the office. The office now has a shorter visit to check on staffing and training.
- 4.6 The key points from the Q1 19/20 report are summarised below:

In borough residential provision:

Visits	Number of providers	Q4 CQC grading
38	10	Requires Improvement
35	5	Not yet inspected/major concerns
107	Various	Good or Outstanding

This is a total of 216 visits in total for quarter one which is a small increase on the previous quarter.

Out of borough provision:

Desk top reviews	Number of providers
21	21

CQC inspections Q1 2019/20

- 4.6 There was 1 CQC inspection carried out in Rochdale Borough residential provision during Q1. Which saw an improvement in to Good from Requires Improvement.

4.7 We continue to see a constantly improving picture on the outcome of CQC inspections for Rochdale provision. The overall position at the end of quarter one is that of the 56 providers:

1 (2%) was rated as Outstanding,
42 (75%) were rated as good
6 (10.5%) were rated as requiring improvement
0 (0%) were rated as Inadequate – remained the same;
7 12.5% providers are yet to be inspected.

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

5 (5%) rated as outstanding
78 (73%) rated as good
20 (19%) rated as requires improvement
0 (0%) rated as inadequate; and
4 (3%) yet to be inspected

We are seeing an exceptional picture in the quality of Rochdale's providers. Rochdale are 1st in the quality ratings in Greater Manchester for June 2019, this is a great achievement.

Care Home performance across England show Rochdale is 74th out of 151 Local Authorities. This information was published in January 19 by Independent Age

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. Please see below for details:

Complaints

4.10 In quarter one 2019/20 there were 22 complaints received which is a decrease of 33 on quarter 4 18/19. Of these 20 were resolved and 2 are outstanding and require further investigation. We also received 1 compliment about providers.

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 one, 43 providers responded, the information gathered demonstrates that

providers received 45 complaints and that 41 were resolved whilst 4 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.

Questionnaires	Q1	Q2	Q3	Q4
Family	6			
Service User	24			
Staff	12			
Total for 19/20	42			

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.

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. As a result we are developing a procedure for continuity in the instance of provider failure. This will be shared with Overview and Scrutiny in Q2 19/20.

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 April 2019 to June 2019. 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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