

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



Date of Meeting	20 <sup>th</sup> November 2019
Portfolio Adult Social Care	
Report Author	Tracey Harrison – Assistant Director Commissioning ASC and Prevention
Public Document	

**Market Oversight Report Q2 2019/20**

**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 two in 2019/20 July – September 2019).

**Recommendation**

- 2.1 That the committee consider the content of the Market Oversight report.

**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 two of 2019/20 for the committee to scrutinise.

**Key Points for Consideration**

The information provided in the appendix to the report demonstrates the range of commissioning activity across the borough for Quarter 2 (Q2) 2019/20 (July – September 2019), including:

- Quality Assurance Reviews
- CQC Ratings

- Market Oversight feedback
- Satisfaction results

The appendix to the report 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.

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 19 to September 2019 is included in the table below. In Q2 of 2019/20 26 concerns/complaints were raised with the commissioning team. Of these 23 were resolved, 3 are outstanding. The outstanding complaints require further investigation.

The outcome of CQC inspections for commissioned services combined with non-commissioned services that sit within our borough. The overall position at the end of quarter two is that of the 56 providers: 1 (2%) was rated as Outstanding, 41 (73%) were rated as good 8 (14%) were rated as requiring improvement 1 (2%) were rated as Inadequate 5 (9%) providers are yet to be inspected.

Adult Care Services are seeing a noteworthy picture in the quality of Rochdale's providers. Rochdale are 2nd in the quality ratings in Greater Manchester for September 2019, this is a great accomplishment for the Quality Assurance Team and the providers who work side by side to improve quality and care standards across the borough.

### **Costs and Budget Summary**

5.1 There are no financial implications relating to this report.

### **Risk and Policy Implications**

6.1 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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