



Date of Meeting	16th March 2022
Portfolio Adult Care and Wellbeing	
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Public Document	

Market Oversight Report Q1 - Q3 2021/22

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 to three in 2021/22 (March – December 21).

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 one to three of 2021/22 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 1-3 2021/22 (March – December 2021), including:

- Quality Assurance Monitoring
- CQC Ratings
- Market Oversight and the impact of Covid 19 pandemic

- NW ADASS update

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 report details outcomes of CQC inspections for commissioned services combined with non-commissioned services that sit within our borough. The overall position at the end of quarter three in relation to 53 care home providers is:

1 (2%) was rated as outstanding, 41 (77%) were rated as good, 8 (15%) were rated as requiring improvement, 2 (4%) were rated as inadequate, and an additional 1 (2%) provider was yet to be inspected.

Adult Care Services are working closely with providers to improve the quality of care services. It has been difficult in the past two years with the pandemic and we have seen a decline in the quality of our ratings in some service areas however this must also be put into the context of a significantly lower number of inspections completed, we have a recovery plan including the recruitment of more quality assurance posts and we would request that the committee notes the significant challenges that our providers have been managing.

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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