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| Briefing title: | Adult care homes and extra care quality assurance |
| Briefing to: | Health & Social Care Scrutiny Commission |
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1 Introduction

- 1.1 This is an overview report about quality assurance that is undertaken by the council to monitor contract compliance, and therefore quality assurance of adult care homes and extra care provision where the council is funding their residents.
- 1.2 The table below summarises the number of services as well as the number of service users (SUs) per service, in Southwark, in other London boroughs and also outside of London.

| | Adult/OP residential | | Adult/OP nursing | | Extra Care | |
|-----------------------|----------------------|---------|------------------|---------|-------------|---------|
| | No. schemes | No. SUs | No. schemes | No. SUs | No. schemes | No. SUs |
| Southwark | 5 | 143 | 2 | 89 | 3 | 84 |
| Other London | 14 | 32 | 31 | 112 | 0 | 0 |
| Outside London | 39 | 50 | 47 | 56 | 0 | 0 |

1.3

The council has a variety of contracting arrangements with adult care homes and extra care provision.

- 1.4 It should be noted that care homes are regulated by the Care Quality Commission using a rating system of Outstanding, Good, Requires Improvement or Inadequate. Domiciliary care services in Extra Care schemes are also regulated and rated by the CQC.
- 1.5 The council does not fund the health elements of nursing placements. The CCG pays this directly to providers in the borough. This payment is known as Funded Nursing Care. The CCG also funds the Complex Health Intervention Team (CHIT) in SLAM and the GP Care Home Service.

2 Contract Management

- 2.1 All Southwark based schemes have a dedicated Contract Monitoring Officer (CMO) who have an overview of all quality aspects and who lead on all contract management activities relating to the services. The Contract Monitoring Officers (CMO) conduct at least 6-monthly announced visits to monitor provider quality as well as unannounced visits.

- 2.2 A Quality Alerts¹ system is used to ensure:
- an organised system for reporting Quality Alerts
 - accurate capturing of Quality Alerts
 - timely investigation and responses to Quality Alerts
 - an improvement in service delivery and experience for service users
- 2.3 There is a Complaints system that supports:
- accurate capturing and tracking of complaints received by the team
 - timely responses with all complaints being responded to within expected timeframes
 - consistent capturing and sharing of learning within the team
 - a closer working relationship with the Complaints team, including fortnightly meetings to share learning and discuss individual complaints received
- 2.4 A comprehensive tracker is in place to monitor all contract monitoring activity. The tracker is active and responsive to any changes that occur as it is updated in real time and therefore allocation of arrangements can be adapted as needed to be responsive specifically in relation to risks.
- 2.5 An established risk and action escalation process is in place for quality concerns to be addressed, involving all key partners as and when appropriate.
- 2.6 Regular monitoring of any changes in CQC ratings of providers and working closely with Social Care colleagues and providers to address concerns and risks proactively and in proportion to risks identified.

3 Quality Improvement

- 3.1 Within Southwark, we have a quarterly provider forum which provides commissioners and providers the opportunity to come together and discuss developments within the sector and the council. The forum also has elected representatives on Southwark's Safeguarding Adults Board.
- 3.2 There are also regular joint Lambeth and Southwark provider forums that take place, providing a forum for shared learning and development across the sector.

4 London-wide assurance

- 4.1 Further assurances are provided by the newly introduced ADASS core set of quality standards for bed based provision, initially for Older People with the view to include Extra (Flexi) Care in year 2 and Supported Living in year 3, and to cover all client groups.
- 4.2 The ADASS standards will allow access to all bed based provider information in order to make informed placements and to determine contract activity based on risk. The system will enable closer working between authorities in terms of quality assurance of providers.

¹ A system to raise any quality concerns in provider services and can act as an early warning system indicating the need for further monitoring of providers

5 Future developments

- 5.1 The Council Plan has two commitments that will support further improvement in the quality of care in care homes. The first is the commitment to 'Open two new nursing homes' by 2022, so that those needing care will live closer to their loved ones and are in services that are subject to a tendered contract. The second commitment relates to establishing a residential care charter which officers intend to take to Cabinet in the spring of 2020. This charter will focus on supporting homes to focus on the drivers related to delivering high quality care.