

Care Homes Quarterly Performance Report

April – June 2012

Baseline Data

At the time of writing there were 57 residential and nursing homes under contract in B&NES including those providing services to people with learning disabilities and people with mental illness.

As at 29th June 2012 1139 individuals were recorded as being 'permanently placed' in residential/nursing care, supported living or extra care settings although this figure also includes a number of individuals who are placed out of area i.e. not with a contracted provider in the B&NES local authority area.

The total weekly cost of the above placements at the time of writing was £743,680 although this figure has not been netted off in respect of income received from NHS B&NES for individuals placed under Continuing Health Care (CHC) arrangements i.e. health funded.

Care Quality Commission Data

The Care Quality Commission came into being in April 2009 and required all adult social care and independent health care providers to register by October 2010. Part of the role of CQC is to carry out inspections of care homes and to assess compliance against twenty eight quality standards, known as the 'essential standards'.

In B&NES 13 of the 57 homes under contract have yet to be inspected by CQC and 1 care home provider has failed to register with CQC (this home is currently embargoed). The performance of the 44 homes in B&NES that have been inspected by CQC is summarised in the table below.

All standards met	28 homes
One standard requiring improvement	8 homes
Two standards requiring improvement	1 home
Three standards requiring improvement	2 homes
Currently under review	6 homes

When one or more essential standards are not met *and* there are serious concerns regarding the quality of care provision in a home, CQC may issue compliance notices which require providers to respond within specific timescales, after which follow up inspections take place. At the time of writing 2 homes in B&NES were under compliance action.

All other homes with outstanding compliance issues are required to produce action plans setting out how, and in what timescales full compliance will be achieved.

A report published by Age UK on 28th June 2012 suggests that around 73% of adult social care provision is fully compliant with CQC standards and this figure is corroborated by the analysis above which indicates that 72% of homes inspected in B&NES are fully compliant.

Service User & Stakeholder Feedback

Information regarding the quality of care homes is collected at each individual service user review and collated on a 'feedback database' by commissioners. The database is also used to store 'adverse incident' reports received from health colleagues. During the period April to June 2012 concerns relating to 5 care homes were received via the feedback database, these are summarised in the table below.

Nursing home	Concern regarding pressure area care
Nursing home	Poor manual handling Concerns regarding behaviour of staff member towards resident
Residential home	Concern regarding appropriate use of compression bandages
Nursing home	Range of concerns relating to general cleanliness, manual handling, meal choices and social activities
Residential home	Concern regarding pressure area care

Commissioning & Contracts Review

Of the above homes 2 have been reviewed by Commissioning & Contracts Officers, 2 are in the process of being reviewed and 1 is scheduled for review before the end of July (all reviews will have been completed by the time this report is presented to panel).

One of the homes where concerns have been raised by service users is currently not registered with CQC and has been embargoed for placements for several months because of this and because of quality concerns arising from Commissioning & Contract review activity. All 5 residents placed in the home by B&NES have been reviewed which has resulted in 2 individuals moving on to more appropriate care settings and the remaining 3 choosing to stay put pending the outcome of the home's registration application to CQC.

Two of the above homes have been recently inspected by CQC and found to be fully compliant whilst one home currently has outstanding compliance actions following CQC inspection. One home has been inspected by CQC and found to be compliant however Commissioning & Contract Officers found that the home was failing to meet a number of outcomes detailed in the B&NES Care Homes Specification. This is an unusual scenario which has been flagged with CQC and will be discussed in more detail at the next liaison meeting.

Officers liaise closely with CQC and with health and social care colleagues to triangulate intelligence and to agree collaborative responses to all concerns identified. This information sharing process is relied on to prioritise inspection and review activity, thus making most effective use of limited capacity in the commissioning team. The team currently has a vacancy and the option of filling the post with a reviewing officer role is being considered to increase capacity for care home reviews. Other officers in the team are also being trained for this type of review work so that their skills can be put across a wider range of contracts.

Safeguarding Alerts & Investigations

At the time of this report information on the number of individual safeguarding referrals is available for April and May 2012 only. During this period there have been 80 new safeguarding alerts of which 32 are for residents in residential care homes and 6 are for residents in nursing homes i.e. 47% of all safeguarding alerts during April and May were in relation to residents in care homes. The majority of these cases have not been concluded at present.

Analysis of the data set needs further refining to look at individual safeguarding alerts in care homes and the outcome of these cases. This is possible, however currently the analysis is limited to care homes where more than one alert has been received. The analysis of these takes place on a quarterly basis and includes care homes and other settings for example other registered services such as domiciliary care and supported living. The next set of quarterly data will be available at the end of July in preparation for the August meeting with the Care Quality Commission.

Analysis of the 2011 – 2012 whole year data shows that for 25 care homes more than one alert of suspected abuse was received. For 16 of these 25 homes, 68 alerts were received and of these, 34 alerts were not substantiated and 34 were concluded as either substantiated, partly substantiated or it could not be determined whether the abuse occurred or not. In all of these cases protective actions were taken to minimise the risk of re-occurrence to the individual concerned and other residents.

The table below shows the type of abuse for all cases where abuse was substantiated, partially substantiated or not determined. It should be noted that in a small number of cases more than one type of abuse was found which is why the figures do not add up to 34.

Abuse type/ outcome	Neglect	Financial	Sexual	Emotional	Physical	Institutional
Substantiated	5	2	1	0	9	1
Partly substantiated	6	2	0	1	1	0
Not Determined	4	1	1	0	1	1

In cases where abuse was substantiated or partially substantiated, the most common type of abuse was neglect, for example poor care practices such as

failure to manage skin integrity or poor manual handling, or physical abuse for example two service users hitting each other or rough handling by a member of staff.

Of all the safeguarding cases received and managed within the year where abuse was substantiated, only 2.78% involved care home staff.

Homes under Embargo

During this reporting period three homes have been embargoed for placements by B&NES due to quality and/or safeguarding concerns or registration/compliance issues. The embargo on one home was lifted during the quarter following significant improvements being made and this has been robustly substantiated through CQC inspection and Commissioning & Contract Officer review.

Financial Monitoring

Cross authority work has been completed to establish a regional cost model for care homes based on locally collated data covering six main cost drivers including:

- Nursing/care staff costs
- Other staff costs
- Capital costs/rent
- Fixtures/fittings
- Food/laundry
- Utilities/rates

The weekly rates for residential and nursing home placements currently operational in B&NES have been set using the regional cost model and prices within each individual cost driver can be reviewed separately under these arrangements.

The Council's June 2012 revenue forecast for adult social care summarises performance against financial plan targets for 2012/13. The net end of year forecast shows that we will be on target. However there continues to be significant pressures on the Council's budget for purchasing care services, this is currently mitigated by the use of "Section 256" monies.

Section 256 funding is allocated by the Department of Health in response to increased demand for health and social care services arising from demographic growth and "winter pressures" and its use is subject to nationally set criteria. In agreement with the Primary Care Trust, the Council has targeted a proportion of this money at funding additional capacity in social care services in response to increases in demand from demographic growth. The appropriate distribution of this funding between the different commissioning budgets will be determined later in the financial year.