

Care Homes Quarterly Performance Report

July - September 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 30th September 2012 1161 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. This compares to a figure of 1139 at the end of the last quarter.

The total weekly cost of the above placements at the time of writing was £760,428 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. This compares to a figure of £743,680 at the end of the last quarter.

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'.

Since the last report, in B&NES 11 of the 57 homes under contract have yet to be inspected by CQC although all providers are now registered. Two more homes have been inspected by CQC during the last quarter.

The performance of the 46 homes in B&NES that have been inspected by CQC is summarised in the table below.

| | | |
|---------------------------------------|--|----|
| All standards met | 34 homes (increase of 6 since last report) | ↑ |
| One standard requiring improvement | 8 homes (same as previous report) | → |
| Two standards requiring improvement | 2 homes (increase of 1 since last report) | ↓* |
| Three standards requiring improvement | 1 home (decrease of 1 since last report) | ↑ |
| Currently under | 1 homes (decrease of 5 since last report) | ↑ |

| | | |
|--------|--|--|
| review | | |
|--------|--|--|

* this includes one home that has moved from three to two compliance issues which is an improvement in the overall position

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 1 home in B&NES were under compliance action which is a reduction of 1 since the last report.

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. More often than not, compliance actions tend to be minor issues such as ensuring that there is liquid hand soap in individual bedrooms and should therefore not be used to gauge the overall quality of care in a particular home.

A report published by Age UK on 28th June 2012 suggested 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 73.9% 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 July to September 2012 concerns relating to 5 care homes were received via the feedback database, these are summarised in the table below.

| | |
|---------------------|---|
| Nursing home #1 | Concern regarding general quality of care |
| Nursing home#2 | Concern regarding clinical care, referred under safeguarding Concern regarding domestic care |
| Nursing home #3 | Concern regarding general quality of care Concern regarding clinical care, referred under safeguarding |
| Nursing home #4 | Concerns regarding general quality of care |
| Residential home #1 | Concern regarding heating/hot water |

All concerns are addressed directly with the provider at the time they arise, escalated via safeguarding, included in contract review or discussed with CQC at bi-monthly liaison meetings.

Commissioning & Contracts Review

Commissioning & Contracts Officers have reviewed 9 homes during the last quarter and the schedule of reviews is revised bi-monthly following regular CQC

liaison meetings. Reviews are also prioritised or brought forward if indicated by concerns received. The Contracts & Commissioning team is still operating at 1 FTE below capacity.

Safeguarding Alerts & Investigations

At the time of this report information on the number of individual safeguarding referrals is available for April and August 2012 only. During this period there have been 203 new safeguarding alerts of which 59 service users in receipt of residential care and 16 are for service users in receipt of nursing care i.e. 37% (75) of all safeguarding alerts during April and August were in relation to residents in care home settings. For 2011/12 36% of cases were referred for residents in care homes; the figures are consistent.

The data reports (including those submitted to the Department of Health Information Centre) do not currently break down the outcome of terminated cases by setting, they focus on whether the outcome was substantiated or not and what the outcome for the service user and (alleged) perpetrator was. A request for a detailed breakdown of this has been made and will be available for the next report.

Analysis for this report on outcomes of safeguarding referrals is limited to care homes where more than one alert has been received; for the period April to August 2012, 17 care homes had more than one safeguarding referral and in these 17 care homes a total of 51 referrals were made.

Of the 51 referrals made 42 referrals were for service users in receipt of residential care (40 of these are alleged to have taken place in the residential setting, one is alleged to have occurred in a public place and is ongoing and the other location is not known however no further action is being taken) and nine referrals were for residents in receipt of nursing care (eight of these are alleged to have taken place in the nursing setting and the location for the other referral is currently not known and at the time of the report, the case was ongoing).

The table below sets out the alleged perpetrator at the time of referral and the outcome for those cases that occurred in the care home setting (it does not include the three that allegedly took place elsewhere). The table shows that at the time of the report none of the referrals of alleged abuse by care home staff were substantiated, however eight cases were ongoing. Out of the 27 cases that were concluded 15% (four cases) were substantiated or partly substantiated. Three of which are cases where one vulnerable adult either physically, sexually or emotionally abuses another vulnerable resident.

| (Alleged) Perpetrator | Substan-tiated | Not Substan-tiated | Partly substan-tiated | No case to answer / NFA | On going | Total |
|------------------------------|-----------------------|---------------------------|------------------------------|--------------------------------|-----------------|--------------|
| Care home staff | 0 | 5 | 0 | 6 | 8 | 19 |
| Other vulnerable | 2 | 0 | 1 | 6 | 9 | 18 |

| | | | | | | |
|----------------------------|----------|----------|----------|-----------|-----------|-----------|
| adult | | | | | | |
| Not known | 0 | 0 | 0 | 2 | 1 | 3 |
| Partner | 0 | 0 | 0 | 1 | 1 | 2 |
| Other family member | 0 | 0 | 0 | 1 | 1 | 2 |
| Neighbour /friend | 0 | 0 | 0 | 0 | 1 | 1 |
| Other | 1 | 0 | 0 | 2 | 0 | 3 |
| Total | 3 | 5 | 1 | 18 | 21 | 48 |

Homes under Embargo

During this reporting period two homes have been embargoed for placements by B&NES due to quality and/or safeguarding concerns. The embargo on one home was lifted during the quarter following significant improvements being made and this has been further 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.

It is estimated that the Council manages to make 85% of all residential and nursing home placements within these weekly rates however a significant (and growing) number of complex nursing, end of life care and dementia care placements cannot be secured within these margins.

The Council's August 2012 revenue forecast for adult social care summarises performance against financial plan targets for 2012/13. The net end of year forecast is on target, however there is still significant pressure on Residential, Nursing and Community based packages of care showing an overspend position of £0.5m. This is currently mitigated by the use of Section 256 monies to offset pressures arising from demographic growth as agreed with the PCT.

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 to 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.