

Contracts and Assurance Service Quality of Care in Regulated Services Report 2018-2019

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The annual report informs you about how the Adult Social Care services we contract with, have performed in terms of quality of care during the period 2018/19.

The Contracts and Assurance service oversees approximately 250 contracts / grant agreements at value over £101 million per annum. These contracts are divided into two types:

i) Regulated and ii) Non-regulated.

This report will focus primarily on those services identified as regulated, which are Residential and Nursing Care Homes, Domiciliary Care and Supported Living providers where housing and personal care / support is built around a persons' needs. A regulated service is one that is required to be registered with the Care Quality Commission and is subject of their oversight and inspection.

Personal care is a broad term used to refer to supporting people with personal hygiene and toileting, along with dressing and maintaining your personal appearance. It can cover, but is not limited to: bathing and showering, including bed-baths, applying lotions and creams as required, dressing and getting ready for bed.

All of these services are identified as high risk due to the nature of support delivered and the level of vulnerability of those people being supported. It is crucial that we ensure the delivery of care in these settings is of a high quality with the safety and wellbeing of those using the service at the forefront.

Care Quality Commission

The Care Quality Commission monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and publish what they find in a report including giving one of the below performance ratings:

- Outstanding
- Good
- Requires Improvement
- Inadequate

Overall in Leicester, the Care Quality Commission rated the services we contract with for Nursing / Residential Care Homes, Domiciliary care and Supported Living as: 3.5% Outstanding, 85.6% Good, 10.4% as Requires Improvement and 0.5% of services rated as inadequate.

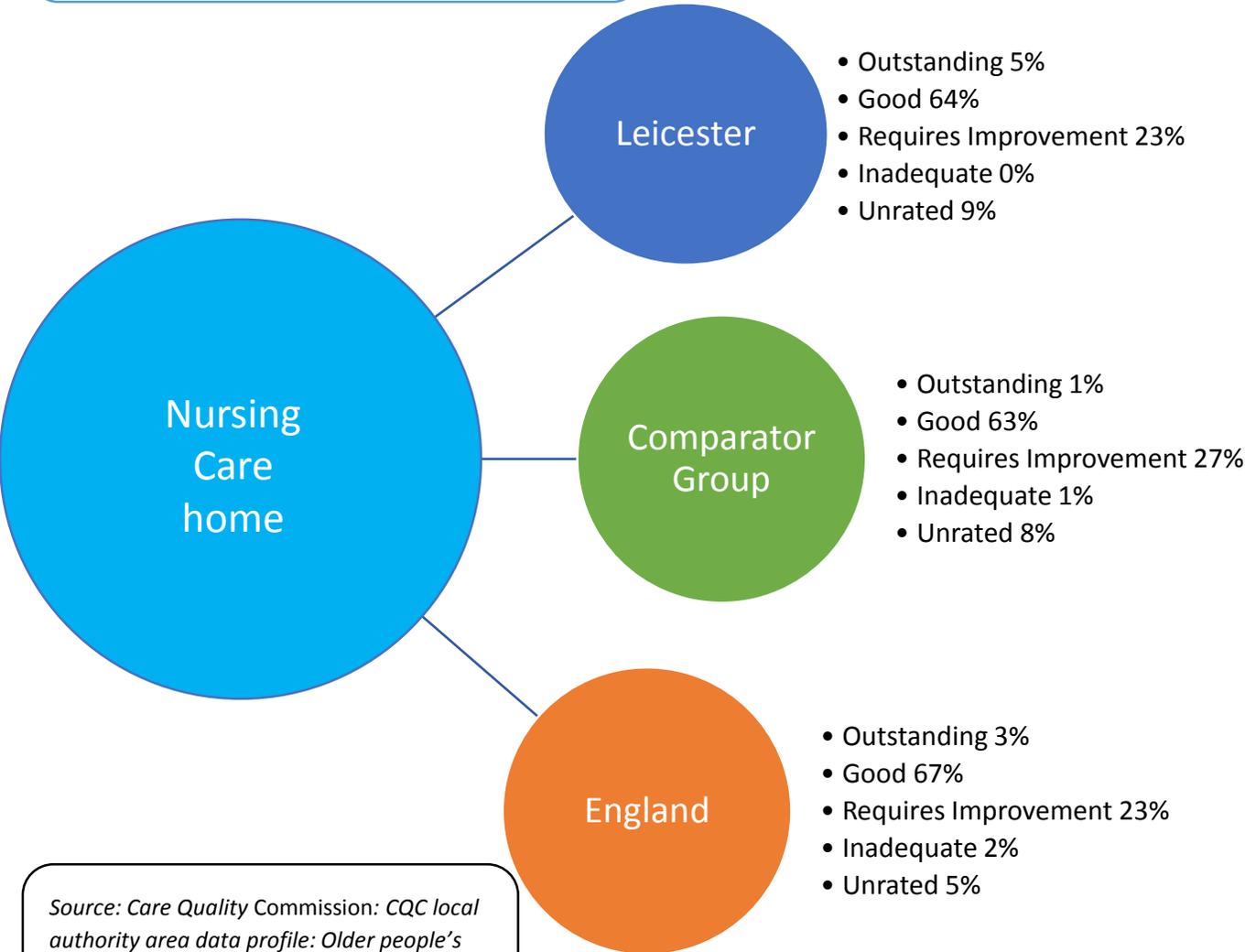
The 2018 ratings are a clear improvement on those of 2017.

Good: 82.4%, Outstanding: 2.3%, Requires Improvement 15.3% and Inadequate: 0%.

(Source for 2018 figures only: Care Quality Commission: CQC local authority area data profile: Older people's pathway – Leicester Local Authority (Date produced: 18 March 2019)

The following information (pages 4 – 7) details the ratings of our Providers and a comparison to other similar sized local authorities.

Care Quality Commission ratings for Nursing Care homes
(All providers)



Source: Care Quality Commission: CQC local authority area data profile: Older people's pathway – Leicester Local Authority (Date produced: 18 March 2019)

Leicester City Council contracts with **18** Nursing Care Home Providers within Leicester City.

A total of **73%** of contracted providers achieved an Outstanding or Good Care Quality Commission rating overall.

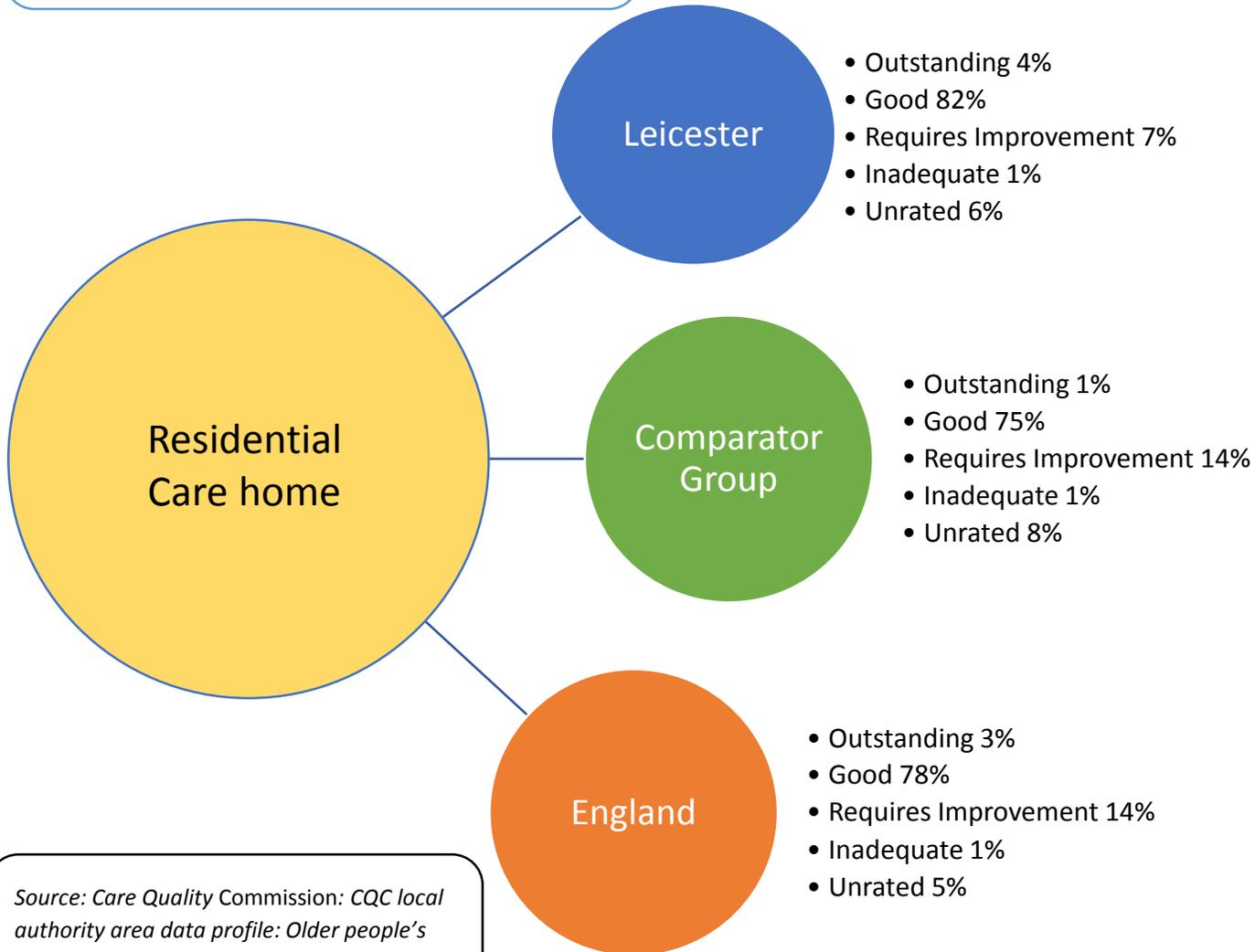
57% of contracted Providers re-assessed by Care Quality Commission in 2018/19, achieved a higher rating than previous.

No Nursing care Provider has been rated as inadequate.

Source:
Care Quality Commission: Latest ratings April 2019
Care Quality Commission: Latest ratings April 2018

Care Quality Commission ratings for Residential Care homes

(All providers)



Source: Care Quality Commission: CQC local authority area data profile: Older people's pathway – Leicester Local Authority (Date produced: 18 March 2019)

Leicester City Council contracts with **79** Residential Care Home Providers within Leicester City.

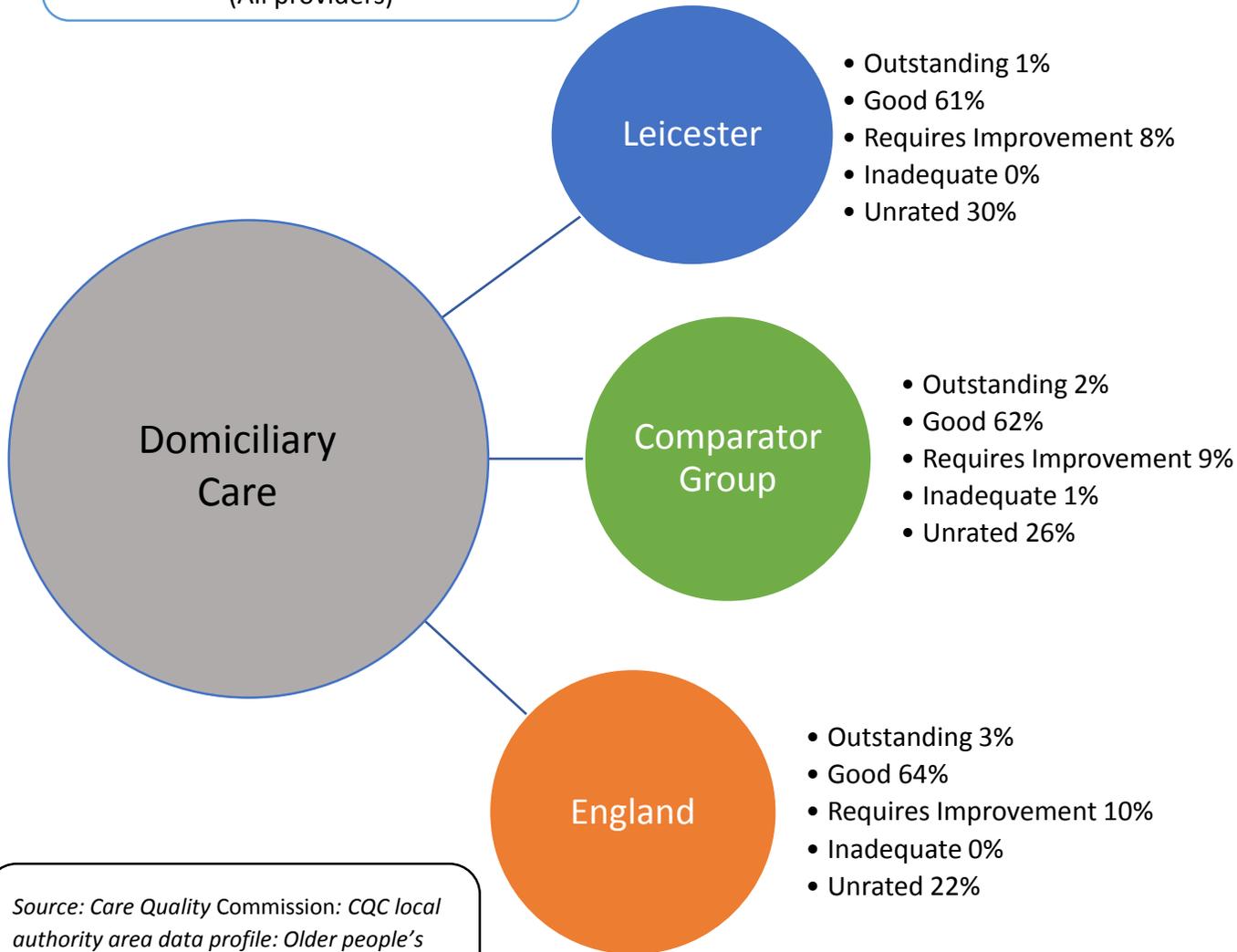
A total of **91%** of contracted providers assessed by Care Quality Commission achieved an Outstanding or Good rating overall.

70%

of contracted Residential home care providers re-assessed by Care Quality Commission in 2018/19, achieved a higher rating than previous.

Source:
Care Quality Commission: Latest ratings April 2019
Care Quality Commission: Latest ratings April 2018

Care Quality Commission ratings for Domiciliary Care (All providers)



Source: Care Quality Commission: CQC local authority area data profile: Older people's pathway – Leicester Local Authority (Date produced: 18 March 2019)

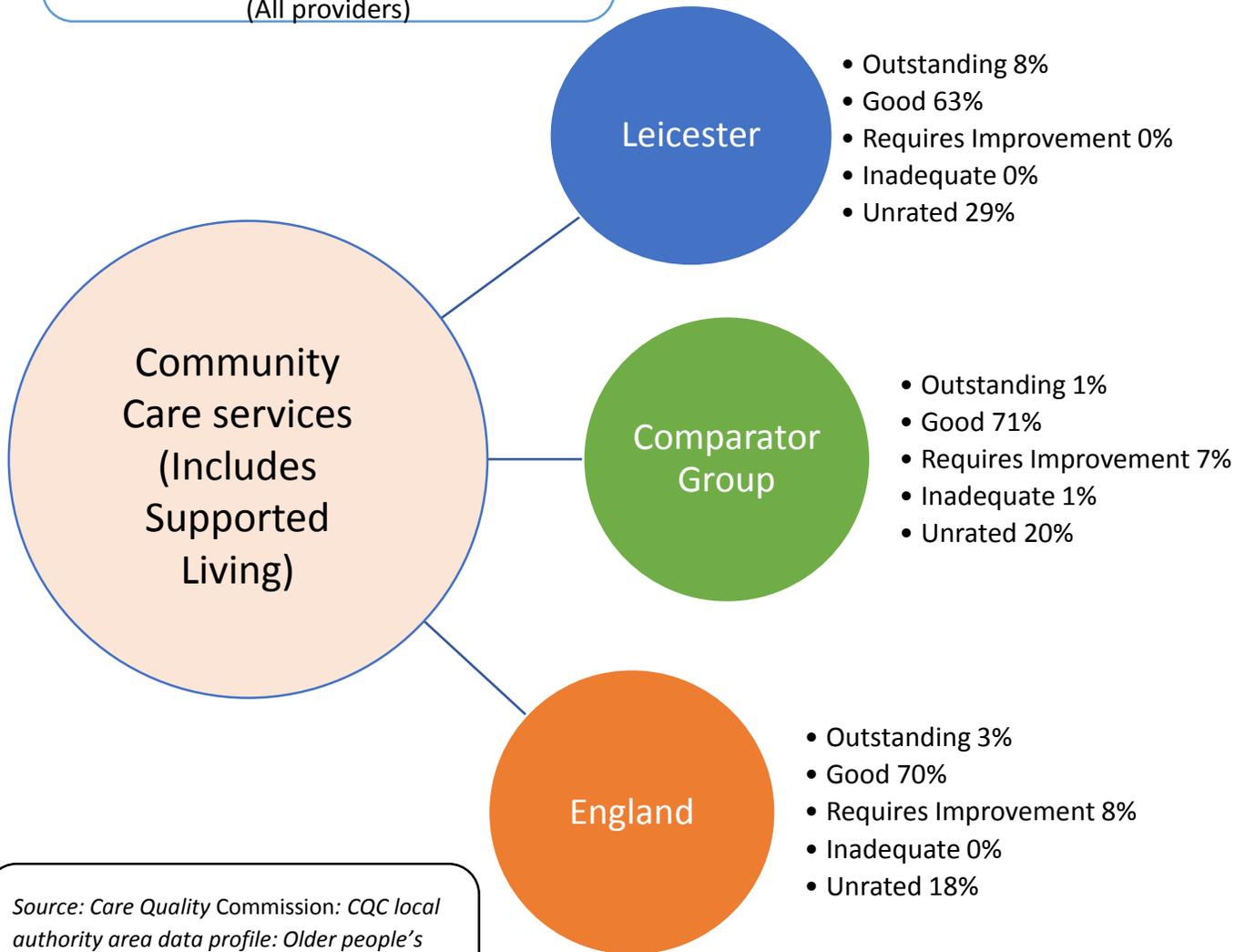
Leicester City Council contracts with 21 Domiciliary Care Providers within Leicester City.
A total of 88% of contracted providers assessed by Care Quality Commission achieved a Good overall rating.

On average contracted Providers were commissioned to deliver 89,939 hours of Domiciliary care support per month during 2018 /19, which is monitored and audited by the service.

The demand for domiciliary care (commissioned) has increased 19% compared to 2017/18.

Source:
Care Quality Commission: Latest ratings April 2019
Care Quality Commission: Latest ratings April 2018

Care Quality Commission ratings for Community Care Services
(All providers)



Source: Care Quality Commission: CQC local authority area data profile: Older people's pathway – Leicester Local Authority (Date produced: 18 March 2019)

Leicester City Council contracts with 15 Supported Living Providers within Leicester City.
All (100%) of contracted providers assessed by Care Quality Commission achieved an Outstanding / Good overall rating.

Contracted Supported Living Providers were commissioned to deliver 924,913 hours of support for 2018 /19.

Source:
Care Quality Commission: Latest ratings April 2019
Care Quality Commission: Latest ratings April 2018

Improving quality through partnership working

The Contracts and Assurance service has a strong relationship with the Care Quality Commission, as our work underpins and complements their oversight by working with providers on a day to day basis supporting them to ensure standards are maintained.

Day to day work includes examining cases of alleged abuse or neglect in services, holding contract meetings with providers, managing risks to ensure we provide resources and support where needed and meeting with service users to make sure their voice is heard and taken into account

The Multi Agency Improvement Planning Team will provide specialist support to those Providers failing or identified as high risk across all contract types. They will work with the Provider and other agencies / Local Authorities to help improve the service via tailored support and planning.

Care Quality Commission Comment: 'City have the highest percentage of good, and improved Providers. This is down to the relationship that you (Leicester City Council) have with the CQC and joint working' (Local CQC inspector. April 2019).

Our service uses a Quality Assurance Framework tool that applies a set of standards to ensure that providers are compliant with our contract, which is undertaken on an annual basis and seeks to compliment the Care Quality Commission requirements.

Although the service aims to provide support and guidance to providers where significant areas concern are identified we will take enforcement action by issuing a formal Notice To Remedy Breach. Any such notice will detail both the actions required and timeline for the actions to be completed, failure to comply with the notice may lead to the removal of a Providers contract.

Quality Assurance Framework 2018/19

Contract Officer engagement and strong relationship building with Providers is critical in ensuring that all services are monitored effectively and fairly, via a comprehensive and robust framework, to provide value for money and performs to specific service expected standards, whilst maintaining regulatory and contractual compliance.

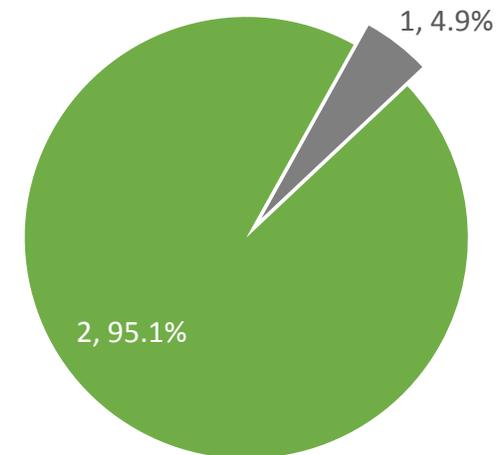
The team carry out an annual 'Quality Assurance Framework', which looks at the following key areas:

- Personalised Care
- Voice Choice and Control
- Safeguarding and Safety
- Staffing & Employment
- Business Management
- Quality Management

Below we can see how well contracted Providers have performed as part of this assessment:

All Contract types	Compliant	Non-Compliant	% Compliant	Assessment ongoing
Total	117	6	95.1%	13
Type of Service	Compliant	Non – Compliant	% Compliant	Assessment ongoing
Nursing Care Homes	18	0	100.0%	0
Residential Care Homes	75	4	92.6%	0
Domiciliary Care	13	2	86.7%	6
Supported Living	11	0	100.0%	4

Compliant at point of Quality Assurance Framework assessment



Visits and actions

Quality Assurance Framework assessment

To complete an assessment the Contracts and Assurance team will undertake an announced and unannounced visit, with additional visits if required.

QAF assessments started in 2018/19 = 76 (covering all services)

Announced + Unannounced visits = 152 + Additional required visits = 20

Total Assessment visits = 172

In addition to assessment visits, the Contracts and Assurance service also carry out safe and wellbeing and responsive visits as a result of intelligence received (from Care Quality Commission, other Local Authorities, whistle-blowing, internal communication) concerning a Provider.

Where intelligence indicated that this was necessary, responsive visits were carried out outside of usual working hours, e.g. night, weekend or during bank holidays.

In total the Contracts and Assurance service undertook **464** visits (average of 38.7 per month) in 2018/19
(QAF Visits = 172 + Safe and Wellbeing / Responsive Visits = 292)



Intelligence monitoring records are the Contracts and Assurance service method to log any quality / contractual concerns, safeguarding or any issues raised about a service Provider. Each one received is logged on our system, allocated and risk assessed to see if any action is required.

In total the Contracts and Assurance service logged, allocated and risk assessed **2161** records, of which **417** required action.

Making a difference – case studies

A Provider received a responsive visit to assess their reaction to areas of improvement identified by Care Quality Commission. The Contracts and Assurance service worked with the Provider and a number of issues were identified during the visit.

Contracts and Assurance carried out a further visit, followed up later by starting a Quality Assurance Framework assessment, with a further two visits undertaken.

Because we work closely with both Care Quality Commission and the Provider, the Contracts and Assurance service were able to validate the progress the Provider completed and ensured evidence of improvement.

A concern identified to the Contracts and Assurance service, that the relationship between the Provider Manager and Social Workers / Occupational Therapists had broken down, with the Manager not following professional recommendations. Following our involvement, the Manager agreed to work more co-operatively with professionals.

Following up from a whistleblowing concern, it was identified that the Providers Whistleblowing Policy was written in a way that would deter staff from contacting Leicester City Council or the Care Quality Commission. As a result the regional organisation's Whistleblowing Policy was amended.

After a responsive visit, following a whistleblowing concern, it was identified that there were not enough staff on the early morning shift. As a result, the home increased staffing in the morning.

After being graded as non-compliant from a Quality Assurance Framework assessment an action plan of over 50 actions was put into place for the Provider to achieve compliance. The Contact and Assurance team carried out a further 8 visits to assess on-going progress and to provide relevant guidance and support.



Service user voice

To further provide assurance in the experience of services users, families and carers we regularly obtain feedback via our contract management process, which informs our oversight of a service.

“The service user is extremely well looked after both mentally and physically. All staff are professional, friendly and caring”

“It’s nice to see a smiling face every day and have a chat, to know that at least you will have someone call to see you, it’s the best part of my day.”

“Don’t think you can improve the service”

“The staff are lovely here and ask me often is there is anything to add to the handover. It’s nice that they include me.”

“Staff are very helpful and friendly”

