

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1	Meeting:	Cabinet Member for Health and Well Being
2	Date:	3rd December, 2012
3	Title:	CQC Review of Health Care in Care Homes
	Directorate :	Commissioning Policy and Performance – Resources Directorate

4 Summary

The Care Quality Commission (CQC) carried out a national review in 2011 to identify how well the health care needs of people living in care homes are met

This report summarises the findings from the review conducted by the Joint Commissioning Team and identifies areas that have seen significant improvement or developments over the last 12 months as follows:

- The risk assessment provided by CQC has highlighted that Rotherham is performing well overall and delivering high quality community health services into care homes.
- Commissioned dedicated community health services that are delivering better outcomes for residents by providing training, education, advice and support in the management of residents with complex needs.
- Additional investment has enabled commissioning of a GP local enhanced service to drive up quality of care to residents within care homes.
- The Adult Partnership Board has prioritised a partnership approach between NHS Rotherham and the Local Authority to contract monitoring arrangements within the residential and nursing care sector.

5 Recommendations

That the report is received which illustrates the key findings from the CQC review of health care in care homes.

6. Proposals and Details

- 6.1 CQC have carried out a national review to identify how well the health care needs of people living in care homes is met.
- 6.2 The main purpose of the review was to identify whether people in care homes have equal access to NHS services, have choice and control over their healthcare and receive healthcare that is safe and respects their dignity.
- 6.3 The review covered the needs of adults of all ages living in residential and nursing homes, including older people and younger adults of working age with mental health and physical and learning disabilities.

Rotherham rated as performing well in the following areas:

- Training and support to promote health and well-being (including promotion of healthy eating) is available to all care home staff. This is delivered through information via bulletins, newsletters, handouts and providing training sessions in Active in Age, Yesterday Today Tomorrow, dementia, life story, mental health first aid, reminiscence, alcohol in later life and tackling social isolation.
- Annual health checks carried out by GPs, assesses the health care needs of people with learning disabilities. In 2010/11, when the checks were first introduced, there were 202 people with learning disabilities in care homes, 10(5%) received a health check and 52(26%) received a health action plan. This has now significantly improved in 2012/13, with 59% receiving a health check and 86% receiving a health action plan.
- The RDaSH Mental Health Liaison Service provides psychiatric support to people living in care homes, thus promoting access to appropriate mental health assessment/screening and reducing avoidable admissions to mental health wards. 90% of referrals from care homes are seen within 10 working days.
- The TRFT Care Home Support Service originally established as a pilot to provide training, education and support to targeted care homes to promote health and well-being of residents, screening and identification of physical and mental health conditions and support a case management approach for those residents at high risk of hospital admission. The service provided occupational therapy and physiotherapy input within an average waiting time for assessment within 5 working days.
- The TRFT Podiatry Service provides treatment, prevention and advice for lower limb pathology and the average waiting time is around 16 days for an assessment. Urgent case is seen within 7 days within care homes.
- The TRFT Tissue Viability Service responds to 90% of cases within one working day in the assessment and treatment of pressure ulcers in care homes, with a response rate of around 10 days for leg ulcers. This ensures

that effective wound management is in place and risks to pressure areas are minimised by the use of appropriate equipment.

- The TRFT Continence Service provides an emergency response rate within one working day with an average waiting time of 15 working days in care homes.
- The TRFT Falls and Fracture Service and the new Community Otago programme are reducing the number of falls resulting in hospital admission, serious physical injuries and reducing the number of fractured neck of femurs following a fall. In 2011-2012, admission for fractures saw a 9.6% reduction. 85% of residents are seen within 5 working days.
- There is a Community Geriatrician in Rotherham who provides medical cover for Fast Response and intermediate care beds to case manage residents with complex long-term conditions. An assessment and medicine reviews is provided within 24 hours from admission into the service.
- There is strong evidence of multi-agency working co-ordinated by NHS Rotherham to improve the healthcare residents living in care homes. This is evident through performance meetings with Care Home Support Service and Mental Health Liaison Service, Palliative Care strategy groups, Gold Standard Framework project groups, Continuing Healthcare Panels and RMBC Residential and Nursing Care forums.
- Monitoring contracts for care home placements is carried out by the Local Authority's Contract Quality Assurance Officers (CQAO's) who carry out contract monitoring visits that covers initial care planning by the care home, review of service user plan, involvement of person and/or family carer and support for access to primary health care services. There is a robust mechanism in place to raise contracting concerns regarding the standard of healthcare provided in care homes.

7. Areas for Development

Since the review, areas for development or improvement are now in place as follows:

- RMBC have made significant changes to residential care contracts, with streamlining into one single contract for older people, learning disabilities, physical disabilities and mental health.
- Further work within the next 12 months are planned for NHS Rotherham to work closely with the Local Authority on developing contracts monitoring arrangements for health elements of the residential and nursing care contract.
- A care home assurance framework for end-of-life have been developed which includes communication, preferred priorities for care, working with GP's and other professionals, review of practice and bereavement.
- Commissioning of GP Local Enhanced Service (LES) to support targeted care homes, offering a pro-active weekly surgery. The GP practice provides a

dedicated weekly surgery in each targeted care home, produces a medical care plan, annual review and medication reviews for each resident registered.

- NHS Rotherham are working on incorporating a designated medical care plan for care homes which will be shared between designated GP and care homes via a mixture of paper and electronic methods. Several GP practices have opted to pilot this and working with NHS Rotherham to evaluate this.
- Reconfiguration of the TRFT Care Home Support Service to improve health care, target those with high-level needs and at risk of admission to hospital. The dedicated team provide training, education, advice and support in the management of residents with complex needs, undertaking screening and identification of physical and mental health needs, provide assessment, training and rehabilitation to help improve independence and function in all activities of daily living.
- Extension of the TRFT Advanced Nurse Practitioner service to assess, diagnose and treat minor illnesses and injuries and prescribe medication. Cover is available between 8.00 am to 8.00 pm Monday to Friday and 8.00 am to 4.00 pm at weekends and Bank Holidays.
- An additional Community Physician is now in post who works collaboratively with GPs and other primary care health practitioners to provide consultant input to help case manage residents for those with complex long-term conditions.
- Accredited training have been provided to Activity Co-ordinators and care staff in care homes around improved strength and balance that will improve independence and quality of life of residents.

8. Finance

- 8.1 Continued recurrent funding of around £750,000 been secured in the provision and extension of the TRFT Care Home Support Service and Advanced Nurse Practitioner Service. Both services are commissioned by NHS Rotherham and cover all care homes in Rotherham including older people and adults with physical/learning disabilities and mental health.
- 8.2 An investment of £93,600 for a one-year period has been provided for the GP Local Enhanced Service (LES) that is delivered by 7 GP practices in 8 care homes which is commissioned by NHS Rotherham.
- 8.3 Both of these services are regularly monitored through bi-monthly performance meetings which are led by NHS Rotherham

9. Risks and Uncertainties

- 9.1 Additional investment have been provided by NHS Rotherham to provide a GP Local Enhanced Service (LES) in targeted care homes for a one-year pilot to reduce the number of hospital admissions. An evaluation of the project

towards the end of 2012/13 will be carried out which will measure the success of the project.

10. Policy and Performance Agenda Implications

- 10.1 The information provided in this report is able to support the **“Improved Health and Emotional Well-Being”** and **“Exercise Choice and Control”** outcome set out in the Social Care Outcomes Framework.

11. Background Papers and Consultation

- 11.1 CQC Review of Health Care in Care Homes published on 7th March, 2012. Available on CQC website: <http://www.cqc.org.uk/public/news/review-health-care-care-homes-published>
- 11.2 A summary of findings and full data set collected from the inspections of 81 care homes and 9 PCTs identified as “poorly performing” are available on CQC website: <http://www.cqc.org.uk/public/reports-surveys-and-reviews/reviews-and-studies/meeting-health-care-needs-people-care-homes>

Contact Name: Karen Smith, Joint Commissioning Contracting Officer, Tel. No. (01709) 254870, E-Mail: karen-nas.smith@rotherham.gov.uk