

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member for Adult Social Care
2.	Date:	18 November 2013
3.	Title:	Paper 2 - Contracting For Care Forum Residential and Nursing Care Quality and Activity Report for the period 1st April to 30th June 2013
4.	Directorate:	Neighbourhoods and Adult Services

5 Summary

This report provides information on Residential and Nursing Care activity and quality for the period 1st April 2013 to 30th June 2013. It will be presented to the Adult Social Care Contracting for Care Forum on the 10th of December 2013.

This report is appropriately anonymised to protect the commercial interests of independent providers.

6 Recommendations

- **This report be received by Members for onward reporting to The Contracting for Care Forum.**

5. Details

7.1 This report provides information on occupancy levels and quality monitoring outcomes for the period 1st April 2013 to 30th June 2013 for services delivered by independent and in house residential and nursing care homes.

7.1 Independent Sector Care

7.1.1 Monitoring of the occupancy and vacancy levels within each residential care type is undertaken to ensure that there is sufficient capacity to meet current levels of need and identify any issues of vulnerability in the care home market.

The figures below relate to residential care occupancy levels as at the 10th June 2013.

Care Type	Total Beds	Occupied Beds end of Q1 2013-14	Vacancies end of Q1 2013-14	Q3 % Occupancy 2012-13	Q4 % Occupancy 2012-13	Q1% Occupancy 2013-14
Residential	567	474	93	88.03	85	83
Nursing	240	201	39	87.09	86	84
Dual Registered (Nursing/Residential)	282	252	30	70.77	67	89
Residential Dementia Care (EMI)*	345	295	51	88.24	80	85
Nursing Dementia Care (EMI)*	106	89	17	86.18	96	84
Dual Registered Dementia Care (EMI)*	186	162	24	80.38	73	87
Totals	1726	1475	251	85	82	85

*The term 'Dementia Care' will be used in preference to 'EMI' to describe the category of registration in future reports.

7.1.2 In total there are currently 251 vacant beds available. There has been an overall increase of 3% in occupancy between Q4 2012-13 and Q1 2013-14. This indicates a slight increase in residential care placement activity. There were no issues of lack of capacity in the care home sector in Q1 of 2013-14.

7.1.3 The Council, NHS partners, with CQC are committed to working jointly to ensure that the care provided in registered settings is safe and of good quality. The base fee is calculated to reflect optimum operating levels above 90%. Occupancy affects financial viability, and the ability of homes to continue to invest. It is of particular concern to commissioners that occupancy rates are below optimum, but new providers are currently seeking registration within the Borough, bringing additional capacity. This further reduces the ability of existing homes to recover.

7.1.4 Rotherham Commissioners are clear that there is no current need in the Borough for new, incoming residential provision.

7.2 There are currently 40 independent residential and nursing homes for people who have mental health, physical disability or learning disability needs in Rotherham.

They provide 439 long stay beds for these service users and Rotherham spot purchase 195 placements. There are 4 large providers who provide 160 beds and a further 13 smaller providers who provide the remainder.

The contract price for a specialist placement in mental health, physical disability and learning disability is based on an individually negotiated spot fee determined by an assessment of needs.

An exercise is currently underway with the Learning Disability Service to review all residential and nursing provision, to challenge placement fees, where indicated, to indicate where supported living would be a preferred option for people living in a registered care setting, and to work towards best quality arrangements for everyone supported by the service.

7.2 Local Authority Settings:

7.2.1 Residential Care – Older People Service

There are a total of 90 LA beds available for Older People requiring Residential Care and Residential (Dementia Care). There are 45 beds at Lord Hardy Court and 45 beds at Davies Court.

Occupancy Levels Quarter 1 2013-14

Care Type	Total Beds	Occupied Beds	Vacant Beds	Q3 % 2012-13	Q4 % 2012-13	Q1 % 2013-14
Residential	35	28	7	94.59	97	80
Residential EMI	55	55	0	93.22	98	100
Totals	90	83	7	93.75	97	92

There has been a reduction of occupancy in Local Authority Care Homes between quarters 4 of 2012-13 and Q1 2013-14, and this reflects the variation expected following the introduction of 'Step Up' services delivered in conjunction with Rotherham CCG.

7.2.2 Residential Care – Learning Disability Service

There are 46 LA beds available for people with learning disabilities requiring residential care to meet their respite/short term support needs, located at Park Hill (22 longer stay placements), Maltby; Quarry Hill Road (12 short stay and respite placements), Wath-upon-Dearne; and Treefields (12 short stay and respite placements), Wath-upon-Dearne. These services are well utilised and do not have a significant vacancy factor.

8. Independent Sector - Quality Monitoring

8.1 Compliance Actions

	Q3 (12/13)	Q4 (12/13)	Q1 (13/14)	Total
Closed Contracting Concerns (substantiated only)	49	21	24	94
Safeguarding investigations				6
Default with embargo on placements	3	4	2	
Contract Default without embargo	0	0	4	

8.2 Overview of concerns for Q1

80 new concerns were added to the database in Quarter 1. 53 were investigated and closed within the period. 24 of these were substantiated.

6 of the concerns received had also involved an alert to the Safeguarding Team.

The majority of the substantiated concerns (10 concerns - 42%) were around the quality of the day to day care provided and this included personal hygiene, pressure area care, continence management, lack of stimulation, moving and handling, weight loss and diet and fluid intake.

25% (6) related to staffing levels and actions including leaving service users unattended. Another 25% (6) concerned medication errors or omissions. The remaining 8% (2) related to record keeping and management.

One independent sector residential and nursing care home - applied for de-registration in April 2013 following a number of significant safeguarding concerns and enforcement actions by CQC. The home closed within a short timescale. The closure affected 24 residents. The Council engaged with residents and families, offered them a broad choice of new care settings, and everyone was resettled safely. This was an example of a home that had ongoing compliance issues, despite intensive work by health and social care

partners, and which was unable to provide good quality care to people living there.

8.3 Examples of key learning and service improvements from compliance monitoring within the sector in Quarter 1:

- Following a concern regarding staffing levels a provider introduced the use of a dependency tool.
- One provider introduced new systems for recording details of resident's property after concerns about missing items. They also invoked disciplinary procedures, carried out medication audits and retrained staff after a concern over a covert medication incident.

One provider undertook a comprehensive refurbishment of bathrooms and public areas following an assessment by Public Health which required action in relation to infection control.

The whole sector benefited from training commissioned by RMBC, and information and fact sheets produced by RMBC to support change in policy and practice.

8.4 **Risk Matrix**

The Risk Matrix developed in collaboration between Commissioning and Safeguarding Teams and reported previously indicates how homes are performing against regulatory, Rotherham MBC quality standards, and contractual obligations. This is being further developed by the NAS IT Systems Team and will create a system which will raise automatic timely alerts when contracted and in house services deviate from accepted standards.

The system will reduce the requirement of manual inputting, record timely information and enable efficient response to rectify failures and enforce contract terms and conditions to eliminate poor practice.

A 'mock up' system will be in place by October 2013 and it is expected that the system will be fully functional early 2014.

8.5 **Meetings with the Care Quality Commission**

Monthly meetings are chaired by the CQC, and include attendees from the Foundation Trusts, Rotherham CCG, Safeguarding, Commissioning, and Assessment and Care Management.

In Q1, 3 meetings with CQC have been undertaken to share intelligence and collaborate to resolve the issues mentioned above.

8.6 **Home from Home Reviews**

Reviews for 2012/13 are in the final process of completion and will be available on the Council Website by the end of November 2013.

Quality premium payments will be paid in 2013/14 for residents placed under the Rotherham contract in excellent (gold) and good (silver) care homes (as at 01/04/13).

9. Finance

NAS expenditure on Residential/Nursing Care is monitored by the Finance Team and this information is contained in monthly budget monitoring reports.

10. Risks and Uncertainties

Residential Care Review

10.1 During June and July of this year, the first of a comprehensive round of face to face meetings were held by the Commissioning and Contracts Team with Older Peoples Care Home proprietors. The purpose of the meetings was to obtain views from those with first hand knowledge as operators in the Rotherham market and scope any anxieties they have especially those linked to their sustainability. The requirement to hold these conversations was identified in view of:

- the general reduction in occupancy levels in Care Homes causing potential instability in the market,
- reports over general concerns over the condition of current residential care stock in terms of suitable environments
- the variable quality of service provision across the sector.

The conversations allow an opportunity to discuss market requirements and to understand how commissioners can work with the current market to respond to emerging demands, changing strategy, and deliver against high standards expected.

A report is currently being compiled which will be shared with DLT/Cabinet Member contracted Care Home Providers in December 2013 and will inform the Market Position Statement.

11. Policy and Performance Agenda Implications

11.1 The Rotherham Health and Wellbeing Strategy 2012 - 2015 sets out six areas of priority and associated outcomes. Residential care supports Rotherham MBC to contribute against the following priorities:

- **Priority 2** - Expectations and aspirations
- **Priority 5** - Long-term conditions

11.2 The principles by which residential and nursing care in Rotherham is delivered are set out in the Adult Social Care Outcomes Framework (ASCOF). Rotherham MBC expects that all Service Providers operate within these principles to promote people's quality of life and their experience of care, and deliver care and support that is both personalised and preventative and achieves better outcomes for people.

The 4 Domains of the ASCOF and the associated outcomes

- Domain 1: Enhancing quality of life for people with care and support needs
- Domain 2: Delaying and reducing the need for care and support
- Domain 3: Ensuring that people have a positive experience of care and support
- Domain 4: Safeguarding people whose circumstances make them vulnerable and protecting from avoidable harm

11.3 Ensuring a range of diverse quality services is a duty of the LA under the Care and Support Bill and consistent with the national Adult Social Care Outcomes Framework; and Developing Care Markets for Quality and Choice Programme.

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