

Summary Sheet

Name of Committee and Date of Committee Meeting

Overview and Scrutiny Management Board – 12 September 2018

Report Title

Scrutiny Workshop: Adult Residential and Nursing Care Homes

Is this a Key Decision and has it been included on the Forward Plan?

No

Strategic Director Approving Submission of the Report

Shokat Lal, Assistant Chief Executive

Report Author(s)

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Ward(s) Affected

All

Executive Summary

This report sets out the main findings and recommendations from the scrutiny workshop undertaken by the Health Select Commission to consider residential and nursing care home for adults aged over 65. The purpose of the workshop was to consider progress in bringing about improvements to safety, quality and effectiveness in the sector.

Recommendations

That the Overview and Scrutiny Management Board:

- 1 Receive the report and note the conclusions and recommendations as outlined in sections 6 and 7 of the review report in Appendix 1.
- 2 Agree for the report to be forwarded to Cabinet and Commissioners for their consideration and to Council for information.
- 3 Request that the response to the recommendations be reported back to the Health Select Commission.

List of Appendices Included

Appendix 1 – Report of Scrutiny Workshop: Adult Residential and Nursing Care Homes

Background Papers

As listed in Appendix 1.

Consideration by any other Council Committee, Scrutiny or Advisory Panel
Health Select Commission 18 July 2018

Council Approval Required

No

Exempt from the Press and Public

No

Scrutiny Workshop: Adult Residential and Nursing Care Homes

1. Recommendations

That the Overview and Scrutiny Management Board:

- 1.1 Receive the report and note the conclusions and recommendations as outlined in sections 6 and 7 of the review report in Appendix 1.
- 1.2 Agree for the report to be forwarded to Cabinet and Commissioners for their consideration and to Council for information.
- 1.3 Request that the response to the recommendations be reported back to the Health Select Commission.

2. Background

- 2.1 The Health Select Commission agreed to schedule a scrutiny workshop on residential and nursing care home provision for older people in their 2017-18 work programme to consider progress in bringing about improvements to safety, quality and effectiveness in the sector.
- 2.2 It was also an opportunity to explore the impact of the Care Home Support Service, as the care home sector is one of the transformation initiatives under the Rotherham Integrated Health and Social Care Place Plan, a significant part of the Select Commission's work programme.

3. Key Issues

- 3.1 Several key themes have been identified by partners to focus on to drive improvements across the care home sector through the auspices of the Quality Board established in September 2017. These are:
 - governance and leadership
 - addressing the turnover of Registered Managers
 - workforce development
- 3.2 Liaison and sharing information and intelligence between partner agencies, including the Care Quality Commission (CQC), is well established when there are concerns about an individual provider.
- 3.3 The Care Home Support Service and Clinical Quality Advisor are working to raise standards through support and training and instigating improvements to operational care issues. They are also involved in supporting the care of specific cohorts of care home residents, especially ones most at risk of hospital admission or readmission, to try and reduce the need for secondary care services.
- 3.4 The RMBC Contract Compliance Team uses the Provider Risk Matrix Toolkit to collate information and produce a weighted score and red-amber-green rating for each care home. The team undertake routine visits and also take a proactive approach when there are issues with a provider.

4. Options considered and recommended proposal

- 4.1 Members were reassured by the range of actions that could be taken by RMBC, the CQC and health partners to address any issues that arise in care homes and to ensure the wellbeing of residents.
- 4.2 The work of the Quality Board was welcomed, especially the Leadership Academy project and the plans for the Quality Matters initiative, although these were still at an early stage at the time of the review. In particular being able to retain experienced and suitable Registered Managers in care homes and reducing turnover is critical.
- 4.3 In light of their findings, Health Select Commission developed the following four recommendations:
 - 1) That briefings should be provided for ward members on issues relating to any care home in their ward at an early stage.
 - 2) That RMBC officers liaise with the Care Quality Commission regularly around Registered Managers in care homes to identify potential concerns.
 - 3) That all care homes be encouraged to work with the Care Home Support Service and Clinical Quality Advisor to raise standards.
 - 4) That care home staff be encouraged to attend organised training sessions and that the take up and the impact of training be monitored.

5. Consultation

- 5.1 Not applicable.

6. Timetable and Accountability for Implementing this Decision

- 6.1 The response from Cabinet and Commissioners to the review recommendations will be reported back to the Health Select Commission in the autumn.

7. Financial and Procurement Implications

- 7.1 Any financial and procurement implications will be considered by Cabinet and Commissioners in their response to the recommendations.

8. Legal Implications

- 8.1 There are no direct legal implications arising from this report.

9. Human Resources Implications

- 9.1 None arising directly from this report.

10. Implications for Children and Young People and Vulnerable Adults

- 10.1 The focus of the review was on older people in residential and nursing care homes.

11. Equalities and Human Rights Implications

11.1 Scrutiny focuses on improving services and support, ensuring the needs of groups sharing an equality protected characteristic, such as age and disability, are taken into account.

12. Implications for Partners and Other Directorates

12.1 Rotherham Clinical Commissioning Group are involved in commissioning services and the Care Home Support Service and Clinical Quality Advisor are based at Rotherham Hospital.

12.2 Positive partnership working is the key to raising quality in the sector with a need to involve providers as well as other agencies to gain commitment and buy-in.

13. Risks and Mitigation

13.1 Safe, quality care for older people living in residential or nursing care homes is vital. The work of partners through commissioning and contract management, the Quality Board and the Care Home Support Service contributes to improving standards.

14. Accountable Officer(s)

James McLaughlin, Head of Democratic Services

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