

**24 July 2018**

## **Quality Standards Framework: Update Report 2017/18**

### **Summary**

This report provides an update on the current status of Stockton on Tees Borough Council's Quality Standards assessment approach in relation to residential care homes and care at home and our future intentions.

### **Detail**

1. The Committee will recall that the Quality Standards Framework (QSF) provided a framework for assessing and evaluating the quality, efficiency and overall performance of the providers we contract with regarding all regulated adult services for residential care and care at home.

2. This was last fully completed between June 2015 and July 2016 and evaluated in phases:

Phase 1. Older People's Care Homes with Nursing

Phase 2. Older People's Care Homes

Phase 3. Care at Home / Extra Care

Phase 4. Learning Disability / Mental Health Residential & Supported Living Providers

Reports were presented to this Committee during 2016.

3. The QSF assessment for 2017 was scheduled to be carried out between April and December 2017. However, due to an ongoing review of Commissioning within Stockton Borough Council, an ongoing comprehensive tender of Care at Home services and a subsequent restructure of staff which was completed in September 2017 a decision was made to postpone the QSF for 2017. This decision was taken in consultation with the Director of Adults & Health and allowed for a review of an alternative leaner method of quality assessment to occur.
4. As an interim measure and to provide assurance the Strategic Procurement contracting team has continued to monitor the quality of services through a risk assessment tool based on the collation of a range of information and data collection. This approach allows the Contract Management Officer (CMO) to identify areas of increasing risk that triggers enhanced contract management of the Provider which will in consequence identify the appropriate support and a proportionate response that may be required by the CMO to reduce that risk.
5. The Council is now looking to procure and implement a web based quality assessment tool which will help to produce real time data on trends, provide benchmarking against providers and other local authorities and allow us to monitor our services more effectively. The tool is called the Provider Assessment and Market Management Solution (PAMMS). The system has been developed by

CM2000 in collaboration with ADASS East Region (Association of Directors of Adult Social Services in England) and is currently used in a number local authorities throughout England.

6. PAMMS is designed to support local authorities in its role as assessor of the quality of care delivered by providers of adult services. The system includes a web-based tool that allows the CMO to manage the Provider assessment process and to support the post-assessment action planning process with the Provider with more transparency and in a much leaner way.
7. The tool will be used to provide an assessment of services delivered to ascertain the quality of care being provided and to ensure that providers are meeting Stockton Borough Council contract requirements. The standards that are assessed are shown (Appendix A) but these can be modified or increased to offer a bespoke approach. For example, we plan to include additional questions relating to information governance into the assessment as a result of recent changes to data protection law. The tool is flexible such that the assessment can focus on a small number of questions within domains right the way through to a complete assessment against all the domains. The tool will also highlight any good practice that can be shared with other care providers and ensure services are safe, of high quality and meet the needs of local people.
8. A working group has been established to complete a review of the quality standards, the procurement and implementation of PAMMS. Progress and oversight will be monitored by the Adults & Health Strategy Board with further reports to this committee.

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## Appendix A

Standards attached to the Provider Assessment and Market Manager Solution (PAMMS)				
Standards	Descriptions		<i>NB. Each Standard will have a number of assessment questions that will determine whether the Provider satisfies the required criteria.</i>	
<b>Domain 1 - Involvement and Information</b>				
Standard 01	Respecting and involving Service Users	→		
Standard 02	Consent			
<b>Domain 2 - Personalised Care and Support</b>				
Standard 03	Care and Welfare of Service Users			
Standard 04	Meeting Nutritional Needs	→		
Standard 05	Co-operating with other Providers			
<b>Domain 3 - Safeguarding and Safety</b>				
Standard 06	Safeguarding People who use the Service from abuse			
Standard 07	Cleanliness and Infection Control			
Standard 08	Management of Medicines	→		
Standard 09	Safety and Suitability of Premises			
Standard 10	Safety, Availability and Suitability of Equipment			
<b>Domain 4 - Suitability of Staff</b>				
Standard 11	Requirements Relating to Staff Recruitment			
Standard 12	Staffing and Staff Deployment	→		
Standard 13	Staff Support			
<b>Domain 5 - Quality of Management</b>				
Standard 14	Assesing and Monitoring the Quality of Service Provision			
Standard 15	Using Information and Dealing with Complaints	→		
Standard 16	Records			