

Adult Social Care and Health Select Committee
Review of Care Homes for Older People
Outline Scope

Scrutiny Chair (Project Director): Councillor Evaline Cunningham	Contact details: 01642 532090 evaline.cunningham@stockton.gov.uk
Scrutiny Officer (Project Manager): Judy Trainer	Contact details: 01642 528158 judith.trainer@stockton.gov.uk
Departmental Link Officer: Emma Champley	Contact details: 01642 528476 emma.champley@stockton.gov.uk

Which of our strategic corporate objectives does this topic address?

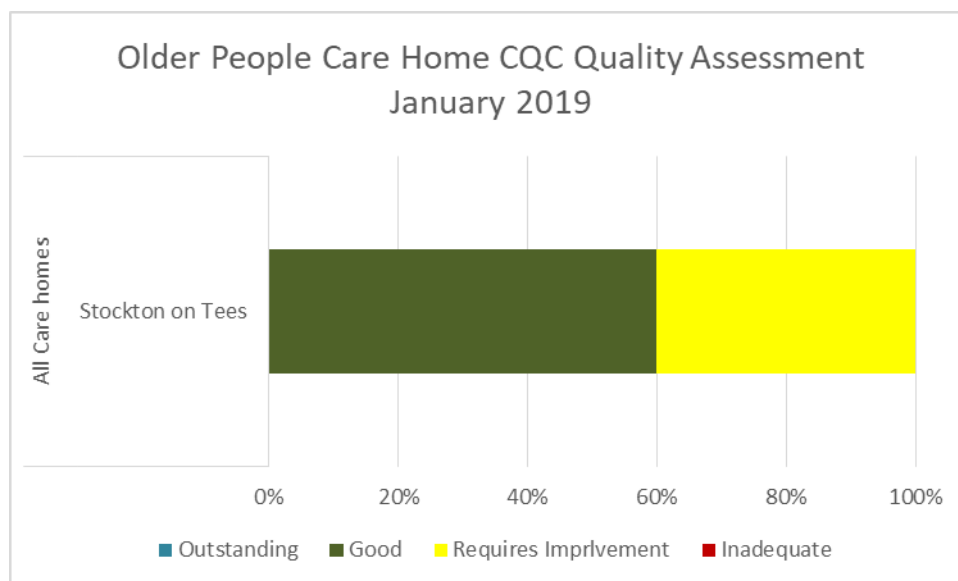
The review relates to the following policy principles:

- Protecting the vulnerable through targeted intervention.
- Developing strong and healthy communities.

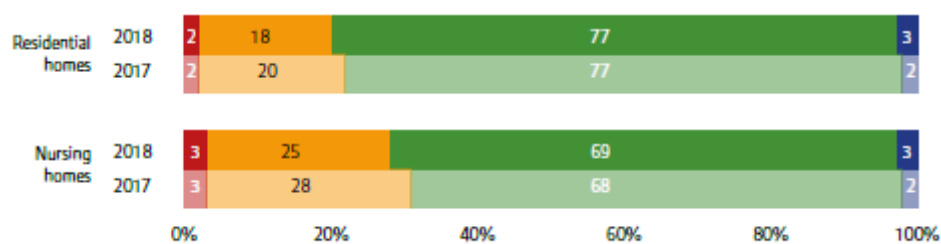
What are the main issues and overall aim of this review?

The CQC ratings for Care Homes for Older People in the Borough are lower than the national average.

The review would seek to understand the reasons why Care Homes are not achieving the same level of CQC ratings as the Tees and national average and to identify what activities can take place by the Care Homes, Local Authority and wider stakeholders to improve CQC ratings.



Overall rating by type of service – England 2017/18



The Integrated Strategy Team and the Procurement Team are planning activity with Care Homes to improve quality of provision. Select Committee involvement will support this process.

The Committee will undertake the following key lines of enquiry:

- What are the Council’s legal duties and obligations?
- Identification of the current care home market in Stockton on Tees.
- Is there any un-met need?
- How are services commissioned by Stockton Council and the NHS? Who funds them? Are there alternative approaches?
- What liaison takes place with respite services?
- Understanding of the broader health and social care support that is in place to support care homes.
- What client feedback arrangements are in place?
- What are the mechanisms for addressing concerns raised directly by clients, or through other sources?
- What quality monitoring arrangements are put in place by SBC?
- What is the role of the Care Quality Commission (CQC)? How is best practice shared?
- What are the inspection results for local providers?
- Do quality monitoring arrangements effectively take account of clients’ human rights, dignity and social needs (i.e. in practice)?
- How does the Council ensure that achieving value for money does not impact on quality of care?
- What is being done to raise the quality?
- What is the Well Led Programme? And what impact is this having on quality?
- What links are there between care homes and the local community?
- How do we get from good to outstanding?
- What examples are there of outstanding practice and improvements in the quality of provision in other areas?

Who will the Committee be trying to influence as part of its work?

Care Home Providers
 SBC Adult Services and Procurement Team
 Hartlepool & Stockton on Tees Clinical Commissioning Group

Expected duration of review and key milestones:

5 months

What information do we need?

Existing information (background information, existing reports, legislation, central government documents, etc.):

- Care Quality Commission – Annual State of Care Report (national report)
- Link to CQC website
- SBC Serious Concerns Protocol
- SBC Market summary
- SBC Quality Assurance Strategy

New information:

Update overview of CQC ratings for local Care Homes

Who can provide us with further relevant evidence? (Cabinet Member, officer, service user, general public, expert witness, etc.)

What specific areas do we want them to cover when they give evidence?

SBC Adult Services
SBC Procurement Team

Briefing on the key issues, commissioning process, quality monitoring and improvement process

HaST Clinical Commissioning Group

NHS HAST CCG statutory responsibilities and local NHS investment for residents of Stockton

Tees Esk and Wear Valleys NHS Foundation Trust / North Tees and Hartlepool NHS Foundation Trust

Healthcare services & delivery

Service Providers

Service perspective, through visits/engagement to providers with variety of ratings/ownership. Providers with elements of 'Outstanding' to attend a full Committee Meeting.

CQC

Inspection regime/Inspection results / what makes a service outstanding practice

HealthWatch Stockton-on-Tees

Role of Healthwatch, feedback from service users/carers (including presentation on Final Report on Care Homes)

SBC Members

Experiences of their residents

Carers' and Residents' Groups

Feedback from users/ carers

How will this information be gathered? (eg. financial baselining and analysis, benchmarking, site visits, face-to-face questioning, telephone survey, survey)

Committee meetings, desktop analysis,

Site visits of a range of provision and at different times of the day.

How will key partners and the public be involved in the review?

Partners to be consulted during evidence gathering.

Site visits to seek views from service users and providers where appropriate.

How will the review help the Council meet the Public Sector Equality Duty?

The Equality Act 2010 protects everyone from discrimination on grounds of nine Protected Characteristics. The Council is under a Duty to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Adult Social Care processes are also underpinned by the Care Act 2014.

How will the review contribute towards the Joint Strategic Needs Assessment, or the implementation of the Health and Wellbeing Strategy?

The review will contribute towards the provision of people receiving services to maintain and improve their wellbeing. The review will directly contribute to the following objectives of the Health and Wellbeing Strategy:

- 'All people in Stockton-on-Tees live well and live longer' (including the ability to access care that meets their needs, maintains social networks, and promotes mental health and wellbeing)

Provide an initial view as to how this review could lead to efficiencies, improvements and/or transformation:

The review will seek to:

- Understand the Council's role in supporting the quality of local care homes and partners contribution
- Identify and seek to inform actions necessary to support and improve the delivery of quality services, measured and evidenced by an increase in overall CQC ratings for Care Homes for Older People.
-

Project Plan			
Key Task	Details/Activities	Date	Responsibility
Scoping of Review	Information gathering	June 2019	Scrutiny Officer Link Officer
Tri-Partite Meeting	Meeting to discuss aims and objectives of review	25 June 2019	Select Committee Chair and Vice Chair, Cabinet Member(s), Director(s), Scrutiny Officer, Link Officer
Agree Scope and Project Plan	Scope and Project Plan agreed by Committee Receive initial presentation from officers and CCG Planning for visits to services by Committee members	9 July 2019	Select Committee
Publicity of Review	Determine whether Communications Plan needed	TBC	Link Officer, Scrutiny Officer
Obtaining Evidence	Visits to services by Committee Members TEWV, NT&HFT CQC, HeathWatch Outstanding Providers/ Adult Services	September to October 3 September 2019 8 October 2019 12 November 2019	Select Committee
Members decide recommendations and findings	Review summary of findings and formulate draft recommendations	10 December 2019	Select Committee
Circulate Draft Report to Stakeholders	Circulation of Report	December 2020	Scrutiny Officer
Tri-Partite Meeting	Meeting to discuss findings of review and draft recommendations	19 December 2020	Select Committee Chair and Vice Chair, Cabinet Member(s), Director(s), Scrutiny Officer, Link Officer
Final Agreement of Report	Approval of final report by Committee	14 January 2020	Select Committee, Cabinet Member, Director
Consideration of Report by Executive Scrutiny Committee	Consideration of report	21 January 2020	Executive Scrutiny Committee
Report to Cabinet/Approving Body	Presentation of final report with recommendations for approval to Cabinet	27 February 2020	Cabinet / Approving Body