

**APPENDIX 1**  
**ACTION PLAN – Scrutiny Review of Care Homes for Older People**

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
1	That recognising the importance of the strong leadership and management and the positive impact of the Well Led Programme, further activity should focus on continuing to improve leadership and management of all care homes in Stockton on Tees and specifically that all care homes be supported to participate in the Well Led Programme and actively participate in the Care Home Leadership and Peer Support Network.	<ol style="list-style-type: none"> <li>1. Complete the evaluation of the 2 Well led Programmes in 2019 and review the evidence;</li> <li>2. Review the programme with NELA to develop an improved offer of “Well Led” development;</li> <li>3. Agree funding (between SBC and NHS North East leadership Academy) and deploy a 2020 programme to cover both managers and aspiring managers in older people Care homes and specialist MH/LD Care homes; and</li> <li>4. Plan and design a programme for home care to deploy in 2021.</li> </ol>	<ul style="list-style-type: none"> <li>• Number of care home managers who complete the programme;</li> <li>• Post course evaluation;</li> <li>• Changes in PAMMS assessment and CQC assessment results that link back to Well Led.</li> </ul>	Rob Papworth / Emma Champley	March 2021
2	That the importance of personalised care be promoted through all contacts the Council and partners have with Care Homes; in particular the development and deployment of a varied activities programme tailored to individual needs and co-ordinated by a designated member of staff.	<ol style="list-style-type: none"> <li>5. Implement “Henpower” project across identified care homes and evaluate impact with a view to next steps across the entire market;</li> <li>6. Work with Leisure Services Team to build on the funky Feet programme across the care home network;</li> <li>7. Re launch the SID with an accurate and comprehensive database of community activities on offer to all homes;</li> <li>8. Grow the Activity Coordinator network and links with Tees Active and other partners to share good practice and expertise; and</li> <li>9. Work with stakeholders to develop and share models of care, support and activities which ensure safe social distancing and meet guidelines for Covid-19.</li> </ol>	<ul style="list-style-type: none"> <li>• Evaluation of Henpower project;</li> <li>• Number of hits on SID post launch and feedback from providers / users as to its benefits;</li> <li>• Provider feedback on activity Network; and</li> <li>• PAMMs and CQC Assessment evidence.</li> </ul>	Yvonne Cheung / Julie Nisbet / Lisa Cummings	March 2021

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3	That the benefits of technology for supporting personalised care are championed and promoted to all care homes in Stockton on Tees; in particular, the deployment of electronic solutions for records and medicine management should be supported by the Council.	10. Develop a vision for the digital care home with key partners and stakeholders; 11. Work with Stockton Council delivered care services to ensure they embrace the opportunities that digital technology can offer; 12. Work with stakeholders to identify and deploy digital solutions in response to the restrictions imposed by Covid-19; and 13. Establish a specification for digital care planning and medication management which can be used to develop the offer across contracted care home providers.	<ul style="list-style-type: none"> <li>• Agreed shared vision of the digital care home in Stockton on Tees;</li> <li>• Implementation of a new digital solution into Rosedale and Lanark which supports our ambition for personalised care; and</li> <li>• Production of key documents and guidance to support the commissioned market in making informed decisions on electronic care planning and medication management.</li> </ul>	Catherine Buller / Rob Papworth / Gavin Swankie / Melanie Smiles	TBC
4	That contract monitoring and quality assurance systems ensure that appropriate staffing levels are maintained in care homes.	14. Review the PAMMS assessment from 2019/20 to ensure they provide consistent evidence as to staffing and dependency levels in care homes; 15. Implement the 2020/21 programme to cover all care homes and provide input into Adult Social Care and Health Select Committee as scheduled.	<ul style="list-style-type: none"> <li>• Regular updates to Adult Social Care and Health Select Committee on the PAMMS assessment and CQC ratings which highlights specific feedback on staffing in care homes (see recommendation 9).</li> </ul>	Kerry Anderson	TBC

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5	That the Council works with all stakeholders to promote and improve the local standing of careers in adult social care.	16. Work with providers through the leadership and peer support group to understand some of the barriers in social care recruitment and retention; and 17. Identify solutions with colleagues in EGDS, Communications and external partners to address these issues locally.	<ul style="list-style-type: none"> <li>• Feedback from Social Care providers and other key stakeholders.</li> </ul>	TBC	TBC
6	That all care homes be required to work towards Dementia Friendly accreditation as part of the new contract arrangements.	18. Target group of 5 homes are used to act as pathfinders for implementing the dementia guide and to service as ambassadors for other homes; and 19. Deliver further Positive Approach to Care (PAC) training to reinforce good practice in the dementias guide.	<ul style="list-style-type: none"> <li>• PAC post training evaluation;</li> <li>• Review of impact of dementia guide.</li> </ul>	Yvonne Cheung	TBC
7	That the Council works with the Care Quality Commission to facilitate effective dialogue between the two organisations in order to share updates of projects and initiatives being developed by the Council and partners and shape the future of the care home market.	20. Continue to engage with CQC through the multi-agency information sharing meeting and leadership and peer support network; and 21. Consider the potential impact and opportunity of ac strategic conversation with CQC as piloted in Redcar & Cleveland.	<ul style="list-style-type: none"> <li>• Meeting minutes;</li> <li>• New meetings arranged.</li> </ul>	Kerry Anderson / Rob Papworth / Julie Nisbet / Catherine Buller	TBC
8	That Healthwatch be asked to report back the Adult, Social Care and Health Select Committee on the implementation of their recommendations to care homes following further enter and view visits to homes.	22. Healthwatch programme for 2020/21 to allow for follow up work to take place and a report prepared to feedback to Adults Social Care and Health Select committee.	<ul style="list-style-type: none"> <li>• Report presented to an agreed meeting in 2020/21.</li> </ul>	Healthwatch	TBC

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9	That the summary of Care Quality Commission inspection results, reported each quarter to the Adult Social Care and Health Select Committee should include greater context including trend information of quality ratings and information about providers.	23. Report content to be reviewed in light of additional requirements; and 24. Updated report presented to Adult Social Care and Health Select Committee.	<ul style="list-style-type: none"> <li>• Report format agreed at the first meeting of 2020/21</li> </ul>	Kerry Anderson	TBC