

## **PAMMS Care Home Annual Report 2021- 2022**

### **Introduction**

SBC are utilising the Provider Assessment and Market Management Solutions (PAMMS) in our quality assurance process. PAMMS is an online assessment tool developed in collaboration with Directors of Adult Social Services (ADASS) East and regional Local Authorities. It is designed to assist us assess the quality of care delivered by providers. The assessment is a requirement of the Framework Agreement (the Contract) with providers and they are contractually obliged to engage with the process.

### **The PAMMS Assessment**

The PAMMS assessment consists of a series of questions over a number of domains and quality standards that forms a risk-based scoring system to ensure equality of approach.

The PAMMS domains are:

- Assessment, Care Planning & Review.
- Service User Experience.
- Staff Knowledge & Understanding.
- Staff Training & Recruitment.
- Environment, Equipment & General Safety; and
- Leadership, Quality Assurance & Management.

Having a clear set of quality standards within PAMMS provides a framework and baseline for assuring the quality of CQC regulated adult services in Stockton-on-Tees. The system ensures that the degree of oversight, monitoring and support is applied in a consistent way across all providers and is a key component utilised in our Quality Assurance Strategy for CQC Regulated Adult Services.

The summary tables below detail the PAMMS assessments undertaken by the Quality Assurance and Compliance (QuAC) Team throughout 2021-22. They are listed in overall PAMMS rating order and covers all contracted care homes.

### **PAMMS Assessment Summary for Contracted Care Homes**

<b>Care Home</b>	<b>Overall PAMMS Rating</b>	<b>Date Published</b>
Woodside Grange - LD	Excellent	Feb -22
The White House	Good	Dec -21
Willow View	Good	Nov -21
Wellburn House	Good	Jun -21
The Poplars	Good	Nov -21
The Beeches	Good	Oct -21
Teesdale Lodge	Good	Nov -21
Stockton Lodge	Good	Oct -21
Roseworth Lodge	Good	Mar -22
Roseville	Good	Jul -21
Reuben Manor	Good	Mar -22
Primrose Court	Good	Oct -21
Piper Court	Good	Mar -22
Highfield	Good	Jun -21
Hadrian Park	Good	Nov -21
Chestnut Lodge	Good	Oct -21

Cherry Tree	Good	Mar -22
Ayresome Court	Good	Feb -22
Allington House	Good	May -21
Millbeck	Good	Jan -22
Mandale House	Good	Feb -22
Ingleby Care Home	Good	Mar -22
Elton Hall	Good	Oct -21
Allison House	Good	Oct -21
Woodside Grange	Good	Feb -22
Victoria House	Good	Jul -21
Green Lodge	Good	May -21
The Edwardian - MH	Good	Mar -22
The Hollies - MH	Good	Mar -22
Alexandra Hse - LD	Good	Mar -22
Glenthorne Ct - LD	Good	Mar -22
Chestnut Hse - LD	Good	Jan -22
71 Middleton Ave - LD	Good	Feb -22
2 Frederick St - LD	Requires Improvement	Mar -22
96 Bishopton Rd - LD	Requires Improvement	Mar -22
Windsor Court	Requires Improvement	Feb -22
Church View	Requires Improvement	Feb -22
Ashwood Lodge	Requires Improvement	Oct -21
The Maple	Requires Improvement	Aug -21

#### Key themes from assessments that scored an 'Excellent or Good' rating

- Care plans were very comprehensive, clear, concise, and easy to follow with lots of personalised detail, including people's preferences and routines.
- Staff offered choices to residents and promoted independence.
- Medication was well managed. Staff had a very polite, patient, and pleasant manner with the residents and checked consent before starting to administer medication.
- Residents spoken with confirmed they were happy with the food provided and were offered a choice of meals each day.
- Residents and their families provided positive feedback.
- There was evidence of a varied activity programme which was being carried out in the home which were tailored to the individual as well as groups.

#### Key Themes from assessments that scored a 'Requires Improvement' rating

- Staff recruitment records were not complete, including gaps in previous employment and missing DBS checks.
- Management of medicines were not observed to be in good order, including staff not checking consent with residents.
- There were areas where Infection, Prevention and Control (IPC) procedures were not observed, PPE not being worn as per guidance, waste not disposed of correctly.
- The care home's décor was in need of investment to stop it looking tired.
- Some shortfalls were identified in relation to the provider's contractual compliance regarding staff induction, supervision, and training.

### Next steps

Following on from a provider PAMMS Assessment, an action plan is developed highlighting those areas identified that need an improvement in quality/ compliance to ensure they are being delivered to a 'Good' standard. The action plans are monitored regularly by the responsible QuAC Officer for progress and will be only signed off as compliant and complete when all identified areas demonstrate and evidence the required level of quality and service delivery.

PAMMS Assessments are shared with CQC to help inform their own intelligence gathering.

The key themes from the PAMMS assessments are shared with the Council's Transformation Managers and Public Health so they can use the evidence to design projects and further interventions to support all care homes improve quality of care.

The PAMMS ratings are provided to social workers who can share with families searching for a care home so they can access up to date information about our view of quality. We are looking to see how the PAMMS ratings can be applied to the Stockton Information Directory (SID) linked to the Council's main website.

A new PAMMS assessment programme is currently being finalised for 2022/23.