

AGENDA ITEM

REPORT TO CABINET

DATE 08 DECEMBER 2022

**REPORT OF SENIOR
MANAGEMENT TEAM**

CABINET INFORMATION ITEM

Adult Social Care - Lead Cabinet Member – Councillor Ann McCoy

IMPROVING QUALITY IN CARE HOMES

1. SUMMARY

The purpose of this report is to summarise how support is given to care home providers with the aim of improving quality in care homes.

2. RECOMMENDATIONS

Cabinet is asked to note the report.

3. DETAIL

- 3.1. There are 53 registered care homes in Stockton on Tees providing care and accommodation for older people and people with a learning disability, autism and mental health needs.
- 3.2. The Care Quality Commission is responsible for assessing the quality of care in residential and nursing homes, however, the Council, as the commissioner of accommodation and care in the borough has a pivotal role in ensuring people's experience of care and support is positive and reflects their needs and expectations.
- 3.3. The Council works collaboratively with a number of organisations, such as North Tees & Hartlepool NHS Foundation Trust, Tees, Esk & Wear Valley NHS Foundation Trust, North East and North Cumbria ICS, and CQC, as well as Safeguarding and Infection Control leads, which helps to identify any issues or trends that are impacting quality in care homes.
- 3.4. Collaboration and engagement has helped in identifying some challenges and issues the care homes are currently facing:
 - Recruitment and retention
 - Manager turnaround and resilience
 - Wellbeing of staff

4. CURRENT QUALITY IN CARE HOMES

- 4.1. The Care Quality Commission (CQC) is the independent regulator of health and social care in England. They monitor, inspect and regulate health care providers.
- 4.2. The Council currently contracts with 53 care homes in Stockton on Tees providing care and accommodation for older people and people with a learning disability, autism and mental health needs.
- 4.3. As a number of our local CQC inspections are from older inspections, our PAMMS inspections and reports are a good alternative benchmark as they have been conducted within the last year.
- 4.4. The Provider Assessment and Market Management Solution (PAMMS) is an online assessment tool. The Council's Quality Assurance and Compliance team use it to assess the quality of care delivered by providers of adult social care services.
- 4.5. All the Care Quality Commission (CQC) regulated care homes that the Council commissions receive an audit using the PAMMS tool from their dedicated Quality Assurance and Compliance officers.
- 4.6. Of our 53 care homes for older persons and people with a learning disability, autism and mental health needs, the CQC and PAMMS ratings can be noted as follows:

Ratings	Stockton-on-Tees (2022)	CQC National Comparator (2022)	PAMMS (2022)
Outstanding (CQC)	4%	4%	
Excellent (PAMMS)			4%
Good	72%	77%	64%
Requires Improvement	24%	17%	15%
Inadequate (CQC)	0%	2%	
Poor (PAMMS)			0%
Pending (PAMMS)			4%
Not Yet Assessed			13%

5. CARE HOME ENGAGEMENT

- 5.1. Through a number of initiatives and projects led by the Council, care home leaders are coming together to share best practice, learn from each other, and discuss how this can be implemented within the homes with the aim of improving practices and outcomes for residents:
 - Engagement with Stockton-on-Tees Borough Council – Care homes are open and transparent with the local authority
 - Engagement / support with each other – through the Leadership & Peer Support Networks, care home leaders have built rapport with other local managers and take the time to speak to each other, share ideas and jointly look at solutions to challenges and barriers.

- Preparation for winter - The Council held a Winter Resilience Provider Forum on the 12th October which was an opportunity for care sector to hear presentations around winter resilience plans
- Safeguarding –The care homes must ensure that vulnerable adults and children are safeguarded from any harm, abuse or neglect and must work in collaboration with the Council and the Teeswide Safeguarding Adults Board (TSAB) and Inter-Agency Safeguarding Adults Policy. Expectation and procedures are set out in both the Care Act 2014 and our care home contract to ensure these arrangements are clear and understood (including training, reporting and management) and whistleblowing, reporting, regular reviews and assessments (including annual PAMMS assessments) provide the mechanisms to ensure these systems are effective.

6. QUALITY IMPROVEMENT INITIATIVES

6.1. The Council has several initiatives and services that have been developed in partnership with our external providers to address some of the challenges identified. The aim of this is to improve quality and share good practice:

- Well Led Programme - A leadership programme co-designed with care providers, Care Quality Commission (CQC), Stockton-on-Tees Borough Council and the NHS Leadership Academy which uses Action Learning Sets to look at techniques that help delegates to understand self, manage quality, lead as a coach, support service improvement, lead teams and lead change.
- Leadership and Peer Support Network – Monthly network meetings for Older Person, Learning Disability and Mental Health residential care homes that provides access to guidance and supports learning and sharing of best practice.
- Activity Coordinator Network - Quarterly Activity Coordinator meetings bring together those staff responsible for delivering activities in care homes. This network is for care staff who have an active role in developing, arranging and delivering activities to residents.
- Research In Care Homes - Older persons residential care homes are supported and encouraged to be part of the National Institute of Health Research (NIHR) projects and Enabling Research in Care Homes (ENRICH) to support in improving the evidence base for practice and create a positive culture for continuous improvement. From our 31 care homes, 61% are registered to show interest in participating in controlled research studies. 32% of care homes are already signed up to participate in a 1 year controlled dental study alongside Teesside University. One care home is currently part of a Patient and Public Involvement (PPI) group alongside NIHR
- Care Home Training Alliance - The North Tees and Hartlepool Education Alliance is a Clinical Education and Training Programme for Care Homes in Stockton-on-Tees. Training includes nutrition & skin integrity, hydration and UTI prevention, end of life care, dementia and delirium awareness and falls awareness.
- Social Care Operation Group - The purpose of the Social Care Operational Group (SCOG) is to ensure that social care providers are supported as much as possible by multi-organisational professionals to develop their services with access to expert advice and information. The SCOG understands the

importance of staff resilience and wellbeing, and ensures care staff have access to wellbeing support, resources and help.

- Recruitment and Retention Pilot - A 6-month pilot has recently concluded, having taken place between March to August 2022 focussing on supporting the recruitment and training of new employees to the sector, raising the profile of social care careers and promoting the health and wellbeing of those working in care.
 - We have completed three Sector-Based Work Academy Programmes (SWAP), which have supported 21 candidates to acquire the basic skills to move into this sector, of which 19 (90.5%) have secured employment in social care as a direct result.
 - The Employment & Training Hub has additionally, through promotion and engagement with local partners, supported a further 16 people into jobs in the local care sector.
 - Additionally, we have supported retention of existing care staff with support such as the Management Skills Development Programme which has supported 13 people to date (although this programme is ongoing and will support more staff in the future).
 - 4 x physio and 3 x nursing placements have also been taken up by four of the care homes in Stockton on Tees via Teesside University placements.
- Hen Power Project – Hen Power empowers older people to build positive relationships through hen-keeping with improved wellbeing, reduced loneliness and reduced depression. Mandale House are part of the project and recently received £10,000 from the National Lottery Community Fund to extend the project. Aspen Gardens are part of the scheme and have just received £10,000 from the Big Lottery.
- Dementia Friendly Care Homes - To receive Dementia Friendly accreditation, care homes have to complete the Alzheimer's Society Application and the Council's Stockton Dementia Friendly Community Care Home Guide. Two care homes are in the final stage of the accreditation process. Four more care homes are currently working towards the accreditation.

7. CONSULTATION AND ENGAGEMENT

- 7.1. Consultation and engagement has taken place with Cabinet Member for Adult Social Care, Cllr Ann McCoy.
- 7.2. Care Quality Commission (CQC) inspectors consult and engage with people who use care home services, their family, friends and other carers, staff and other stakeholders during their inspection process.
- 7.3. The Quality Assurance and Compliance Officers consults and engages with service users, care home workers, families and other health and care professionals during their PAMMS inspections.

8. NEXT STEPS

To continue to work with adult residential and nursing care home providers to improve quality of care and to continue to support them as they respond to any challenges arising.

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