

PAMMS Assessment Annual Report 2025 - 2026

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.

Priorities for 2025 - 26 were focussed on homes that have a place on the Older Persons Residential Framework Agreement 2024 -2029, due to our contractual commitment to this Framework Agreement. Assessments were planned around priority of support / level of risk, taking into account factors including, date and rating of last CQC / PAMMS assessment, outcomes from most recent CQC / PAMMS assessment report, other intelligence and data that increases the risk of service quality deterioration and the number of PAMMS assessments that can be completed within current team resources.

The summary tables below details the PAMMS assessments undertaken by the Quality Assurance and Compliance (QuAC) Team throughout 2025 - 26. They are listed in alphabetical order and covers contracted Nursing, Residential, LD and Mental Health (MH) Care Homes.

We also conducted PAMMS assessments on our newly contracted providers delivering Care at Home and Housing with Care services that are new providers within the borough, and that we had not previously assessed before. Their ratings are detailed in the tables below.

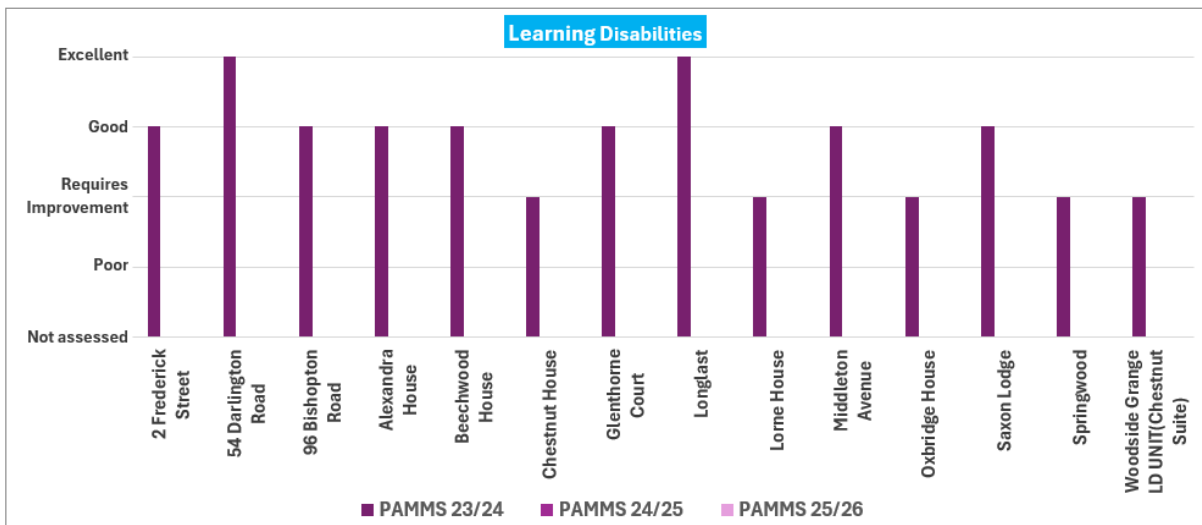
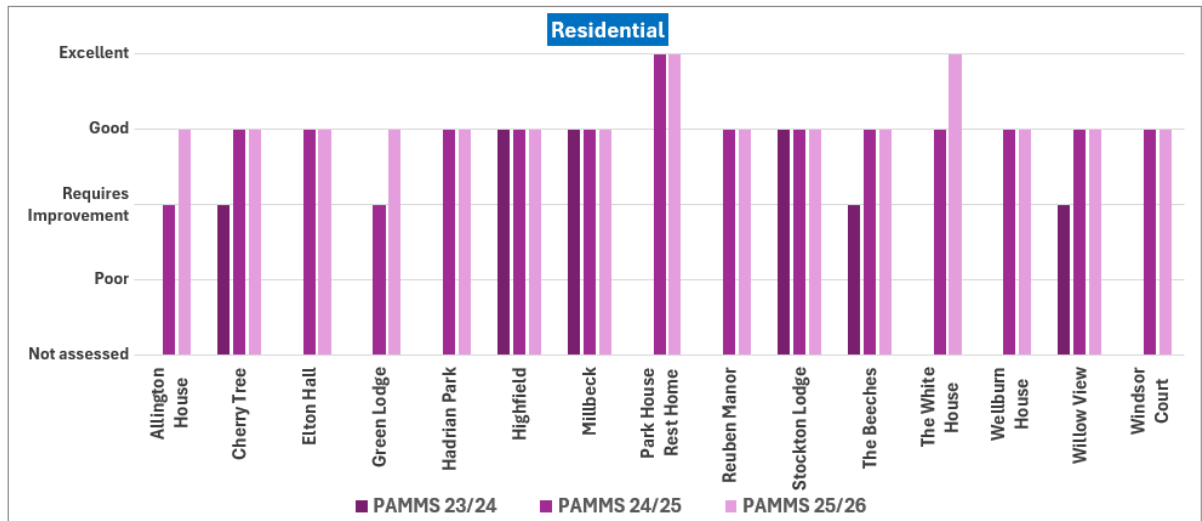
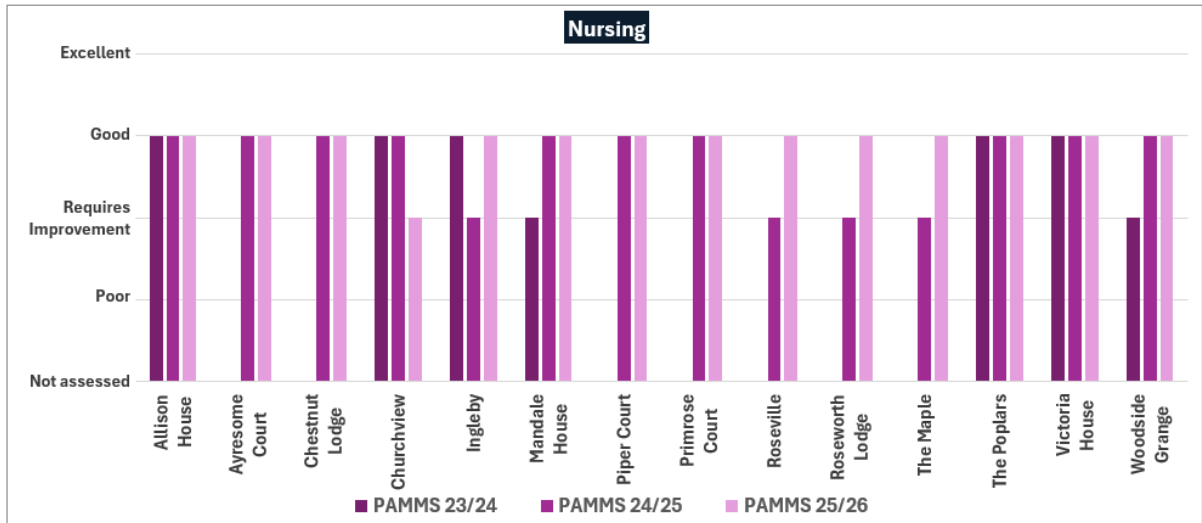
For comparison and trend analysis, the PAMMS Assessment ratings for 2023 - 24 and 2024 - 25 are included also.

PAMMS Assessment Summary for Contracted Care Homes

Care Home		PAMMS 25/26		PAMMS 24/25		PAMMS 23/24	
	Service	PAMMS Rating 25/26	Date Assessment Completed 25/26	PAMMS Rating 24/25	Date Assessment Completed 24/25	PAMMS Rating 23/24	Date Assessment Completed 23/24
Nursing	Allison House	Good	Mar-26	Good	Mar-25	Good	Mar-24
	Ayresome Court	Good	Jul-25	Good	Jun-24	Not Assessed	
	Chestnut Lodge	Good	Nov-25	Good	Nov-24	Not Assessed	
	Churchview	Requires Improvement	Sep-25	Good	Jan-25	Good	Feb-24
	Ingleby	Good	Mar-26	Requires Improvement	Mar-25	Good	Jan-24
	Mandale House	Good	Dec-25	Good	Feb-25	Requires Improvement	Feb-24
	Piper Court	Good	Aug-25	Good	Oct-24	Not Assessed	
	Primrose Court	Good	Sep-25	Good	Oct-24	Not Assessed	
	Roseville	Good	Feb-26	Requires Improvement	Feb-25	Not Assessed	
	Roseworth Lodge	Good	Jul-25	Requires Improvement	Aug-24	Not Assessed	
	The Maple	Good	Dec-25	Requires Improvement	Sep-24	Not Assessed	
	The Poplars	Good	Dec-25	Good	Jan-25	Good	Nov-23
	Victoria House	Good	Jan-26	Good	Oct-24	Good	Feb-24
	Woodside Grange	Good	Jan-26	Good	Mar-25	Requires Improvement	Mar-24
Residential	Allington House	Good	Oct-25	Requires Improvement	Feb-25	Not Assessed	
	Cherry Tree	Good	Feb-26	Good	Feb-25	Requires Improvement	Mar-24
	Elton Hall	Good	Dec-25	Good	Mar-25	Not Assessed	
	Green Lodge	Good	Oct-25	Requires Improvement	Aug-24	Not Assessed	
	Hadrian Park	Good	Dec-25	Good	Jan-25	Not Assessed	
	Highfield	Good	Aug-25	Good	Jan-25	Good	Feb-24
	Millbeck	Good	Jul-25	Good	Sep-24	Good	Oct-23
	Park House Rest Home	Excellent	Jun-25	Excellent	Oct-24	Not Assessed	

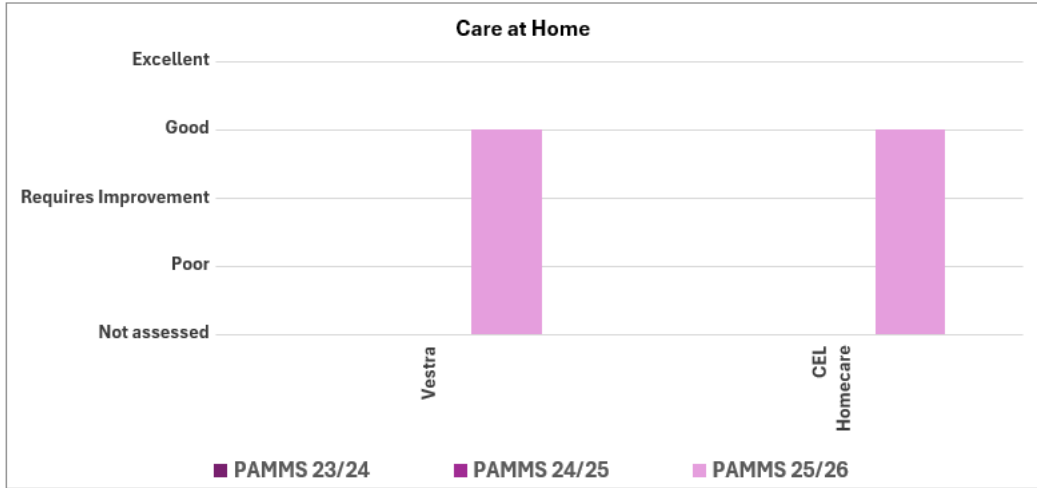
	Reuben Manor	Good	Aug-25	Good	Aug-24	Not Assessed	
	Stockton Lodge	Good	Oct-25	Good	Jan-25	Good	Dec-23
	The Beeches	Good	Nov-25	Good	Jan-25	Requires Improvement	Dec-23
	The White House	Excellent	Nov-25	Good	Aug-24	Not Assessed	
	Wellburn House	Good	Jan-26	Good	Feb-25	Not Assessed	
	Willow View	Good	Feb-26	Good	Mar-25	Requires Improvement	Apr-24
	Windsor Court	Good	Jul-25	Good	Aug-24	Not Assessed	
Learning Disabilities	2 Frederick Street	Not Assessed		Not Assessed		Good	Mar-24
	54 Darlington Road	Not Assessed		Not Assessed		Excellent	May-24
	96 Bishopton Road	Not Assessed		Not Assessed		Good	Mar-24
	Alexandra House	Not Assessed		Not Assessed		Good	Aug-23
	Beechwood House	Not Assessed		Not Assessed		Good	Nov-23
	Chestnut House	Not Assessed		Not Assessed		Requires Improvement	Dec-23
	Glenthorne Court	Not Assessed		Not Assessed		Good	Nov-23
	Longlast	Not Assessed		Not Assessed		Excellent	Mar-24
	Lorne House	Not Assessed		Not Assessed		Requires Improvement	Apr-24
	Middleton Avenue	Not Assessed		Not Assessed		Good	Oct-23
	Oxbridge House	Not Assessed		Not Assessed		Requires Improvement	Nov-23
	Saxon Lodge	Not Assessed		Not Assessed		Good	Dec-23
	Springwood	Not Assessed		Not Assessed		Requires Improvement	Feb-24
	Woodside Grange LD UNIT (Chestnut Suite)	Not Assessed		Not Assessed		Requires Improvement	Aug-23
Mental Health	The Edwardian	Not Assessed		Not Assessed		Not Assessed	
	The Hollies	Not Assessed		Not Assessed		Not Assessed	

The graphs below detail the ratings progression 2023 – March 26 categorised by the category of care home (e.g. Nursing, Residential, LD and MH).



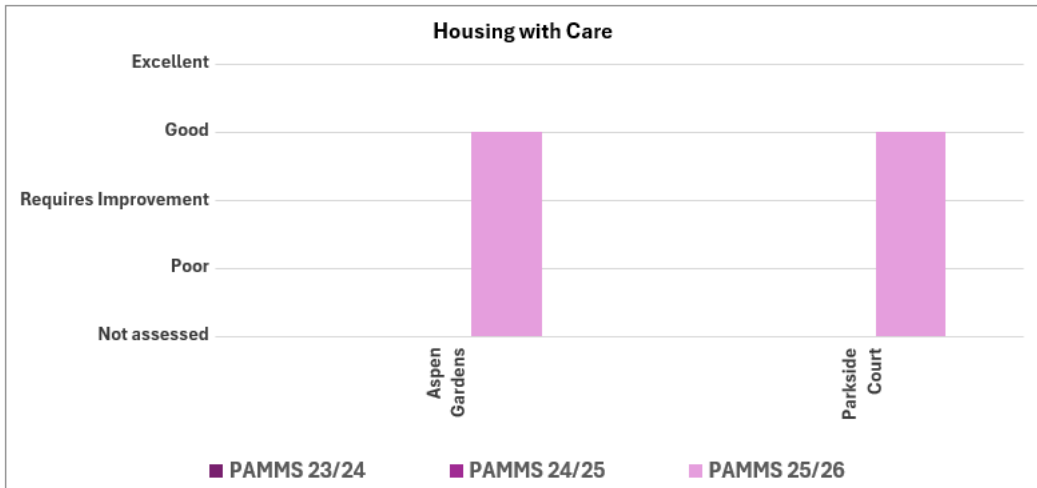
PAMMS Assessment Summary for Contracted Care at Home

Care at Home	PAMMS 25/26		PAMMS 24/25		PAMMS 23/24	
	PAMMS Rating 25/26	Date Assessment Completed 25/26	PAMMS Rating 24/25	Date Assessment Completed 24/25	PAMMS Rating 23/24	Date Assessment Completed 23/24
Vestra	Good	Mar-26	Not Assessed		Not Applicable	
CEL Homecare	Good	Feb-26	Not Assessed		Not Applicable	



PAMMS Assessment Summary for Contracted Housing with Care

Housing with Care	PAMMS 25/26		PAMMS 24/25		PAMMS 23/24	
	PAMMS Rating 25/26	Date Assessment Completed 25/26	PAMMS Rating 24/25	Date Assessment Completed 24/25	PAMMS Rating 23/24	Date Assessment Completed 23/24
Aspen Gardens (Hales Group)	Good	Mar-26	Not Assessed		Not Applicable	
Parkside Court	Good	Mar-26	Not Assessed		Not Applicable	



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

- Care plans emphasised the individual's strengths, abilities, and interests, supporting a person-centred approach that promoted meaningful involvement with family, friends, the community, and preferred activities. They clearly reflected the wishes of the service user, including their goals and aspirations, along with the support they expected from staff to help achieve them.
- Care plans were comprehensive, clearly organised, and easy to follow. They incorporated tailored details reflecting each individual's preferences, daily routines, specific needs, and key social contacts.
- A strong Key Worker system was in operation. Each service user's allocated Key Worker was identified within their care plan and displayed in their bedroom. Key Workers were actively involved in monthly care plan reviews, and service users were aware of their Key Worker and understood how the system worked.
- Medication was handled safely and appropriately. Staff demonstrated a respectful, calm, and considerate approach, always obtaining consent prior to administering medication.
- The registered manager conducted thorough and consistent monthly audits across all aspects of the service. These audits were used to critically assess performance and highlight areas for improvement. Where required, detailed action plans were produced, outlining clear steps and timescales for completion. In addition, the provider carried out regular monthly reviews to ensure effective governance systems were maintained.
- Robust recruitment procedures were in place, ensuring that all staff members were recruited safely and in line with required standards, including agency staff where deployed.
- Staff consistently supported choice and independence, encouraging residents to make decisions about their everyday lives.
- Residents expressed satisfaction with the quality of meals provided and confirmed they were given a choice of food options each day.
- Positive feedback was received from both residents and their families regarding the standard of care and support delivered.
- Positive service user feedback in Care at Home and Housing with Care settings including service users feel safe in their homes, high satisfaction with care provided and a clear understanding of how to raise concerns or complaints.
- The service provided a varied and engaging programme of activities, designed to meet both individual preferences and group interests, promoting social interaction and overall wellbeing.

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

- Life history sections ("Who I Am" and "About Me") within the care planning system were often incomplete or lacked sufficient detail.
- Previous improvements to care planning had not been sustained over time.
- Assessments contained inconsistent and conflicting information, with key details (e.g. medical diagnoses) not always accurately transferred into care plans.
- Care plan reviews were not always meaningful, with evidence of content being copied and pasted rather than properly reviewed or updated to reflect changes in need and Important information identified during reviews was not consistently incorporated into care plans.
- The key worker system was not being used effectively, with residents and relatives often unaware of their allocated key worker.

- Minor gaps were identified in medication records, including occasional missing second signatures for controlled drugs.
- While audit systems were in place, there is an opportunity to strengthen managerial oversight to ensure actions and improvements are consistently embedded and sustained.

Two areas that have consistently shown a direct correlation with a 'Requires Improvement' (RI) rating in previous years are Quality of Management and Management of Medicines. These domains have shown real improvements in quality and service delivery throughout 25/26 as can be seen in the PAMMS outcome ratings above. However, these still remain the primary areas of concern and risk for homes, and we constantly monitor and review intelligence accordingly to ensure risks are mitigated through targeted support for providers.

Coordinated approach with North England Commissioning Support (NECS) Medicines Optimisation Team

Due to internal reorganisations of NHS England, the local Integrated Care Board (ICB) and NECS, coordinated working has continued for 25 – 26, but for 26 - 27 operational service delivery has had to evolve. NECS continue to undertake medicines audits within our care homes, but combined team visits were not possible due to their own internal priorities and operational commitments. We continue to receive their audit outcomes and utilise this intelligence for risk management and response planning.

NECS Meds Optimisation Team should have further details on their future plans in the new year, and we will review our strategy once there is confirmation.

Summary & Next steps

During 2025–26, there were clear improvements in PAMMS ratings across a number of services when compared to 2024–25, demonstrating a positive trajectory in quality and compliance. Several providers improved from 'Requires Improvement' to 'Good,' including services such as Ingleby, Roseville, Roseworth Lodge, The Maple, Allington House and Green Lodge, indicating that previously identified issues had been effectively addressed. Additionally, some services built on already strong performance to achieve 'Excellent' ratings, such as The White House, reflecting sustained high-quality care and well-embedded governance practices.

Overall, the proportion of services rated 'Good' or above increased, with fewer services remaining at 'Requires Improvement,' evidencing the impact of targeted support, strengthened management oversight, and a continued focus on key risk areas such as medication management and quality assurance.

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 and ICB to help inform their own intelligence gathering.

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

During 2025 - 26 the Transformation Team:

- Care Home Engagement: Continued to undertake one-to-one visits to care homes to discuss opportunities and future plans for participation in initiatives and wider projects. This has resulted in increased engagement overall with the Transformation Team.
- Dementia Friendly Environment Accreditation: The roll-out of the Stockton-on-Tees Dementia Friendly Care Homes Guide continued in 2025/26, supporting homes to enable residents to live well with dementia. A further 11 homes have completed the process, bringing the total to 27 accredited homes, with 6 more currently progressing.
- Medicines Optimisation Training: Three Medicines Optimisation training sessions have been delivered over the past 12 months, with a further session planned. Over 70 care home staff have completed the training to date, with an additional 25 scheduled to complete in July 2026.
- Activity and Wellbeing Development: Funding and facilitation of the Level 2 Diploma in Wellbeing in Activity has continued, with over 20 learners completing the programme. The Transformation Team also continues to facilitate an Activity Coordinators Network three times per year, with average attendance of 25 coordinators.
- ASC Workforce Pathway: The ASC pathway developed with Stockton Riverside College continues to be delivered and reviewed in partnership with the sector. Care home providers are increasingly engaging as ambassadors, supporting students by sharing their knowledge and experience.
- Well Led Programme: A newly developed Well Led programme, facilitated by the Learning and Skills team, commenced a pilot in 2026 with a cohort of 10 new managers. Following evaluation, the programme will be refined and rolled out to a further 60 delegates across 2026/27.
- Veteran Friendly Framework (VFF): Care homes are working alongside the Transformation Team and Council colleagues to increase participation in achieving VFF status.
- Research in Care Homes: Research activity within care homes is strengthening, with over 10 homes actively participating in or preparing for projects, including VR technology in care homes and a saliva monitoring study for early detection of delirium.
- Care Academy Programme: Bi-monthly Care Academy programmes continue to support the recruitment pipeline into the care sector, providing a consistent flow of work-ready candidates for both care home and domiciliary care providers.
- Targeted Recruitment Activity: Bespoke recruitment events for individual providers have been delivered, including dedicated events with strong attendance, enabling direct engagement with potential candidates.
- Quarterly Recruitment Events: Recruitment events are now established as a quarterly offer, bringing together multiple providers across both care home and care at home settings to promote opportunities and attract new entrants into the sector.
- Partnership Working: Ongoing partnership work with national and regional organisations, including Skills for Care and DHSC programmes, continues to support development of the future workforce.
- Developing Future Workforce: Engagement with Stockton Riverside College supports student placements across a wide range of providers, with 14 care homes and services offering placements, helping to build a sustainable workforce pipeline.

- **Market-Wide Engagement:** Recruitment and workforce initiatives have seen strong participation from a broad range of care home and care at home providers, ensuring activity supports the wider provider market.

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.

The PAMMS summary briefing reports are also available on the Stockton Information Directory (SID) linked from the Older Persons Care Home Ranked List for families and potential residents to access.

A new PAMMS assessment programme is currently being delivered for 2026 - 27.