

PAMMS Care Home Annual Report 2023- 2024

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 2023-24 were focussed on homes on the 'Older Persons Care Home Ranked List' that had received an overall rating of 'Requires Improvement' and Learning Disabilities (LD) homes that had not received a PAMMS Assessment in 2022/23. 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 table below details the PAMMS assessments undertaken by the Quality Assurance and Compliance (QuAC) Team throughout 2023-24. They are listed in alphabetical order and covers contracted Nursing, Residential, LD and Mental Health (MH) Care Homes.

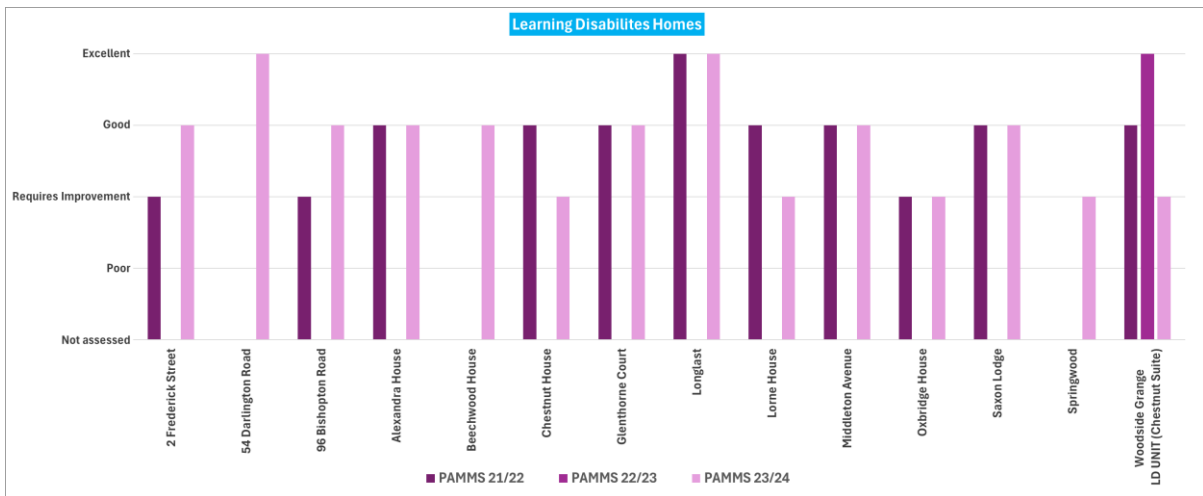
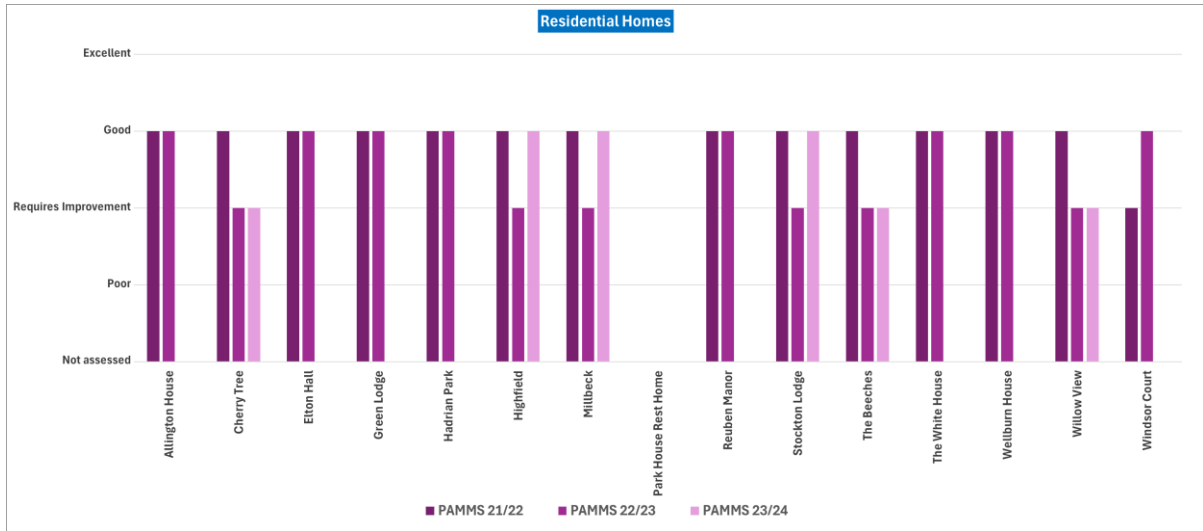
For comparison and trend analysis, the PAMMS Assessment ratings for 2021-22 & 2022-23 are included also.

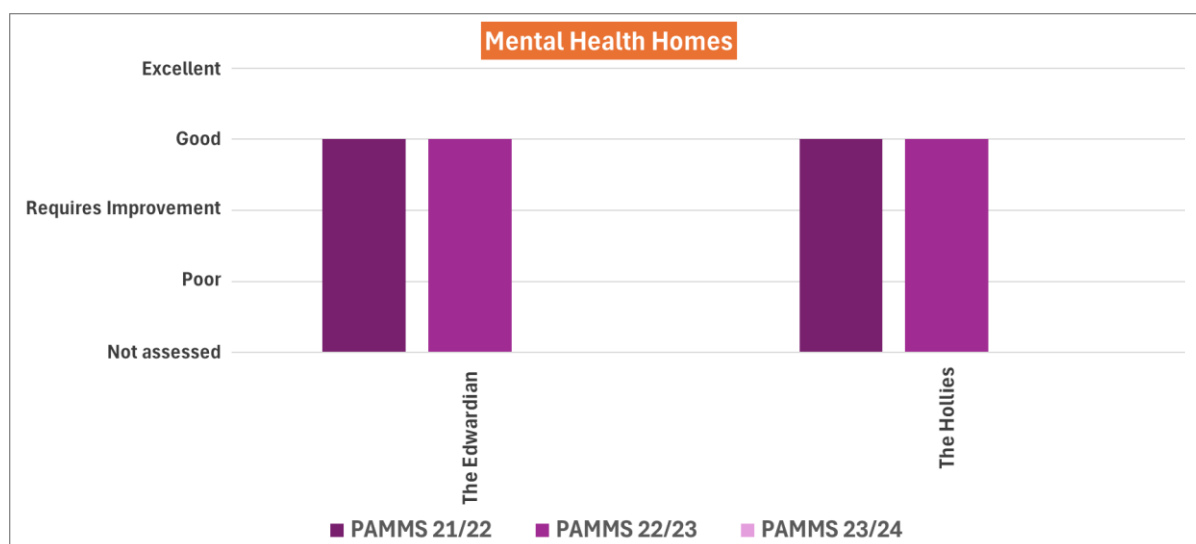
PAMMS Assessment Summary for Contracted Care Homes

Care Home		PAMMS 23/24		PAMMS 22/23		PAMMS 21/22	
Service		PAMMS Rating 23/24	Date Assessment Completed 23/24	PAMMS Rating 22/23	Date Assessment Completed 22/23	PAMMS Rating 21/22	Date Assessment Completed 21/22
Nursing	Allison House	Good	Mar-24	Requires Improvement	Mar-23	Good	Oct-21
	Ayresome Court	Not Assessed		Good	Feb-23	Good	Feb-22
	Chestnut Lodge	Not Assessed		Good	Oct-22	Good	Oct-21
	Churchview	Good	Feb-24	Requires Improvement	Feb-23	Requires Improvement	Feb-22
	Ingleby	Good	Jan-24	Requires Improvement	Jan-23	Good	Mar-22
	Mandale House	Requires Improvement	Feb-24	Requires Improvement	Aug-22	Good	Feb-22
	Piper Court	Good		Good	Mar-23	Good	Mar-22
	Primrose Court	Not Assessed		Good	Feb-23	Good	Oct-21
	Roseville	Not Assessed		Good	Sep-22	Good	Jul-21
	Roseworth Lodge	Not Assessed		Good	Mar-23	Good	Mar-22
	The Maple	Not Assessed		Requires Improvement	Mar-23	Requires Improvement	Jul-21
	The Poplars	Good	Nov-23	Requires Improvement	Nov-22	Good	Nov-21
	Victoria House	Good	Feb-24	Requires Improvement	Nov-22	Good	Jul-21
	Woodside Grange	Requires Improvement	Mar-24	Requires Improvement	Mar-23	Good	Feb-22
	Residential	Allington House	Not Assessed		Good	Aug-22	Good
Cherry Tree		Requires Improvement	Mar-24	Requires Improvement	Feb-23	Good	Mar-22
Elton Hall		Not Assessed		Good	Oct-22	Good	Oct-21
Green Lodge		Not Assessed		Good	Feb-23	Good	May-21
Hadrian Park		Not Assessed		Good	Jan-23	Good	Nov-21
Highfield		Good	Feb-24	Requires Improvement	Sep-22	Good	Jun-21
Millbeck		Good	Oct-23	Requires Improvement	Dec-22	Good	Jan-22
Park House Rest Home		Not yet assessed		Not yet assessed		Not yet assessed	
Reuben Manor		Not Assessed		Good	Mar-23	Good	Mar-22
Stockton Lodge		Good	Dec-23	Requires Improvement	Aug-22	Good	Oct-21
The Beeches		Requires Improvement	Dec-23	Requires Improvement	Jan-23	Good	Oct-21
The White House		Not Assessed		Good	Oct-22	Good	Dec-21

	Wellburn House	Not Assessed		Good	Aug-22	Good	Jun-21
	Willow View	Requires Improvement	Apr-24	Requires Improvement	Dec-22	Good	Nov-21
	Windsor Court	Not Assessed		Good	Jan-23	Requires Improvement	Feb-22
Learning Disabilities	2 Frederick Street	Good	Mar-24	Not Assessed		Requires Improvement	Mar-22
	54 Darlington Road	Excellent	May-24	Not Assessed		Not Assessed	
	96 Bishopton Road	Good	Mar-24	Not Assessed		Requires Improvement	Mar-22
	Alexandra House	Good	Aug-23	Not Assessed		Good	Mar-22
	Beechwood House	Good	Nov-23	Not Assessed		Not Assessed	
	Chestnut House	Requires Improvement	Dec-23	Not Assessed		Good	Jan-22
	Glenthorne Court	Good	Nov-23	Not Assessed		Good	Mar-22
	Longlast	Excellent	Mar-24	Not Assessed		Excellent	Nov-20
	Lorne House	Requires Improvement	Apr-24	Not Assessed		Good	Mar-19
	Middleton Avenue	Good	Oct-23	Not Assessed		Good	Feb-22
	Oxbridge House	Requires Improvement	Nov-23	Not Assessed		Requires Improvement	Sep-19
	Saxon Lodge	Good	Dec-23	Not Assessed		Good	Oct-19
	Springwood	Requires Improvement	Feb-24	Not Assessed		Not Assessed	
	Woodside Grange LD UNIT (Chestnut Suite)	Requires Improvement	Aug-23	Excellent	Mar-22	Good	Nov-19
Mental Health	The Edwardian	Not Assessed		Good	Mar-23	Good	Mar-22
	The Hollies	Not Assessed		Good	Mar-23	Good	Mar-22

The graphs below detail the ratings progression 2021 – 24 categorised by the category of care home (e.g. Nursing, Residential, LD and MH).





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

- The registered manager completed monthly audits of all aspects of the service that were robust and consistent, and used them to critically review the service. The audits had identified areas upon which they could improve. The registered manager produced action plans, which clearly detailed when action had been taken. The provider also completed monthly reviews of the service ensuring good governance arrangements were in place.
- Care plans were very comprehensive, clear, concise, and easy to follow with lots of personalised detail, including people's preferences and routines.
- Care plans included service users' strengths, abilities, and interests to enable them to meet all their needs and preferences including maintaining links with family, friends, and the community as well as social engagement and/or preferred activities
- There was an effective key worker system in place and service users were aware who their key worker was and how the system operates.
- Medication was well managed. Staff had a very polite, patient, and pleasant manner with the residents and checked consent before starting to administer medication.
- Robust processes and procedures in place to ensure safe staff recruitment.
- Staff offered choices to residents and promoted independence.
- 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.

- Management audits and checks were not always in place and were not completed consistently or at the required frequency. Those that were done were clearly not robust enough to identify issues and follow through for assurance of remedial actions.
- Staff recruitment records were not complete, including gaps in previous employment and missing DBS checks.

- There was little evidence that the provider had a range of regular, organised meetings where service users, relatives and staff can provide feedback or this was listened to, or acted upon appropriately and people were not kept informed of the outcome.
- Care Plans lacked consistency in their quality and information recorded. Areas of note were around person centred care, capacity assessments not being completed and staff unable to discuss the principles around Mental Capacity Act (MCA) and resident's individual likes / dislikes and preferences.
- Management of medicines were not observed to be in good order, including staff not checking consent with residents, medicines rooms not being secured, and poor dispensing and recording of PRN and Variable dose medicines.
- 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.
- Service users were not supported effectively to enjoy a variety of activities and social opportunities that are based on their preferences and strengths.
- 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.

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

Throughout 2022 - 24 we undertook a coordinated support approach with providers around the medicine's elements of the PAMMS assessments. NECS Medicines Optimisation Team are combining their own provider Annual Assurance Meds Audits with our PAMMS assessments, and we are utilising their knowledge and expertise as 'experts by experience' and they are providing evidence to support the answers around Meds specific questions of the PAMMS inspections.

This combined visit method to supporting providers is focussed on improving the quality and robustness of Meds Management and processes to provide safe care delivery.

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 and ICB (via NECS) 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.

During 2023/24 the Transformation Team:

- Supported each Provider identified as Requires Improvement with an offer of one-to-one support visits which resulted in the agreement of a bespoke action plan which the provider was supported to implement.

- Dementia Friendly Community project: The development of a Stockton-on-Tees Dementia Friendly Care Homes Guide to help care homes to support, enable and empower their residents to live well with dementia. Care homes are encouraged and supported to become dementia friendly. So far 17 care homes have achieved the dementia friendly accreditation.
- Medicines Management: Support was provided around medicines management with the provision of 7 Meds Optimisation Training sessions where 120 staff across the Care home sector completed the training. A Level 3 Meds optimisation Diploma was developed in conjunction with Learning and Skills, to date 29 people have completed the Diploma with 38 due to complete in October 2024.
- Mental Capacity Act and DOLS training was delivered, and 40 staff members completed the Training. MCA and DOLS resources were also provided to improve staff understanding and awareness.
- A Level 2 Diploma for Wellbeing in Activity was also developed alongside Learning and Skills with 12 due to complete in October 2024. The Transformation Team also facilitates a unique activity coordinators network.
- Well Led programme was delivered in 2023/24.
- Recruitment: Since August 2023 40 candidates have completed an ASC Sector Based Work Academy programme with 37 securing employment and 72 candidates have been directly recruited into the sector via the Employment and Training Hub. The Spring recruitment event was attended by 700 job seekers. In November 2023 we held a Health and Social Care Recruitment event that was attended by 300 job seekers.

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.

A new PAMMS assessment programme is currently being delivered for 2024/25.