

DECISION-MAKER:	Joint Commissioning Board		
SUBJECT:	Quality Update		
DATE OF DECISION:	11 th October 2018		
REPORT OF:	Director of Quality and Integration		
<u>CONTACT DETAILS</u>			
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STATEMENT OF CONFIDENTIALITY
Not applicable

BRIEF SUMMARY
This paper provides an update on quality in social care services in Southampton, including the latest Care Quality Commission ratings following inspections.

RECOMMENDATIONS:
1. (i) Note the quality report

REASONS FOR REPORT RECOMMENDATIONS
2. The quality report is an update for Joint Commissioning Board on quality concerns and good practice in the City and is intended as an information only item to provide assurance to the Board

ALTERNATIVE OPTIONS CONSIDERED AND REJECTED
3. Not applicable this is an update report only

DETAIL (Including consultation carried out)
4. Quality Report This short update provides an overview of the current good practice and challenges for quality of services that are commissioned by the Integrated Commissioning Unit (ICU) between Southampton City Council and NHS Southampton City Clinical Commissioning Group
5. Good Practice Currently across Southampton social care providers in the care home and home care market are considered overall to be providing good care. In addition two providers have now achieved an outstanding rating, Fritham Lodge and the Urgent Response Service which is part of the Integrated Rehabilitation and Reablement Service provided by Southampton City Council and Solent NHS Trust

The current profile of CQC ratings across Southampton is

	Outstanding	Good	Requires Improvement	Inadequate
Nursing Homes	0	7	2	0
Residential Homes	1	43	6	0
Home care providers	1	29	6	0

A small number of providers continue to be monitored by the ICU Quality Team to ensure that care standards are meeting the Care Quality Commission and locally expected requirements. These providers are subject to regular monitoring visits and intelligence review with early intervention when concerns are identified. No specific themes or trends are emerging from quality concerns at this time, workforce challenges continue in the market as a whole in terms of recruitment and retention of staff.

- 5 The Quality Team has continued to support Adult Social Care operational teams within the Council to ensure the internal care homes and home care services provided are also meeting these requirements. Good progress has been made and it is now felt that the two care homes, shared lives scheme and rapid response service are meeting the requirements. This has recently been confirmed by the achievement of the CQC ratings outlined below

	Date Latest report published	Overall Rating	Safe	Effective	Carin g	Responsi ve	Well Led
Holcroft	22/06/2018	Good	Good	Good	Good	Good	Outstanding
Glenn Lee	08/09/2018	Good	Good	Good	Good	Good	Good
Urgent Response Service	08/09/2018	Outstanding	Good	Outstanding	Good	Good	Outstanding
Shared Lives	02/12/2016	Good	Good	Good	Good	Good	Good

A regular quality assurance meeting is in place to seek assurance that the standard of these services remains good and where possible progresses to outstanding. Respite Services for Adults with Learning Disabilities at Kentish Road have yet to be inspected by CQC.

- 6 The Quality Assurance meetings held monthly have also focused on the quality of services being provided by adult social care and children's social care core teams. No specific areas of concern have been identified, areas considered have included Deprivation of Liberty safeguards audit and action plan, performance of the core teams, introduction of the strengths based approach in adult social care, adoption and fostering and Jigsaw.

- 7 The services provided by health and social care providers as part of the Better Care fund are considered to be meeting the quality requirements. One area of work has been the provision

	<p>of the Enhanced Health in Care Homes City Wide team, which is part of a wider pilot to reduce the number of emergency admissions to hospital from people in care homes and support earlier discharge from hospital. The City Wide team has been in place since October 2017 and has achieved the following</p> <ul style="list-style-type: none"> • Supporting access to training in good practice in relation to managing medicines, promoting good nutrition, hydration and oral health, falls, managing dementia, end of life care and activity that improves maintains / improves movement, mental wellbeing and relieves boredom. • Development of consistent policies and procedures in relation to medicines management, nutritional screening, falls management, managing dementia, continence management, health and wellbeing, wound management and end of life care. Engage the homes in developing policies and practices that support timely hospital discharge including weekends and Discharge to Assess approaches. • Development of medicines management, nutrition, falls, dementia and end of life Champions for each home alongside supportive peer to peer networks. • Work with South Central Ambulance Service enabling their involvement in training, policies and procedural development, use of the Advance Care Plan, managed risk aversion and building positive working relationships with the homes. • Work with the homes to establish preventative management and escalation processes that support positive risk management. • Support the development of person centred multi-disciplinary care planning by proactively working with care homes to help them to act as a conduit for good practice across the care home system.
RESOURCE IMPLICATIONS	
<u>Capital/Revenue</u>	
8	There are no specific resource implications of this paper.
<u>Property/Other</u>	
9	None noted
LEGAL IMPLICATIONS	
<u>Statutory power to undertake proposals in the report:</u>	
10	The Council has a statutory power and responsibility to safeguard individuals receiving services within the Southampton City boundary
<u>Other Legal Implications:</u>	
11	None noted
CONFLICT OF INTEREST IMPLICATIONS	
12	No conflicts of interest are noted
RISK MANAGEMENT IMPLICATIONS	
13	The Council has a responsibility as a commissioner of services to ensure the quality of those services meets and acceptable standard. In addition the Council has a statutory responsibility under the Care Act to ensure mechanisms are in place to safeguard adults, who may be vulnerable, and are receiving care within the City boundary.
14	<p>Areas of Concern</p> <p>The main areas of concern for quality of services in Southampton at this time relate to the ability of all providers to recruit and retain appropriately trained staff. This applies across all sectors with particular concern in home care services, nursing homes recruiting registered</p>

	nurses, and some health practitioners including general practitioners (GPs), some specialist areas of practice including mental health and learning disability nurses. Work continues across the City, and the Hampshire and Isle of Wight STP, with key partners to explore options on how this situation can be improved.
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POLICY FRAMEWORK IMPLICATIONS

15	The information contained within this report are in accordance with the Councils Policy Framework plans
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KEY DECISION?	N/A
WARDS/COMMUNITIES AFFECTED:	
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	None

Documents In Members' Rooms

1.	Not applicable
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Equality Impact Assessment

Do the implications/subject of the report require an Equality and Safety Impact Assessment (ESIA) to be carried out.	No
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Privacy Impact Assessment

Do the implications/subject of the report require a Privacy Impact Assessment (PIA) to be carried out.	No
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Other Background Documents

Other Background documents available for inspection at:

Title of Background Paper(s)	Relevant Paragraph of the Access to Information Procedure Rules / Schedule 12A allowing document to be Exempt/Confidential (if applicable)
1.	Not applicable