

DECISION-MAKER:	Joint Commissioning Board		
SUBJECT:	Quality Update		
DATE OF DECISION:	17 th October 2019		
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 health and social care services in Southampton, including the latest Care Quality Commission ratings for social care providers following inspections.	
RECOMMENDATIONS:	
1.	(i) Note the quality report
	(ii) Endorse the Disputes Procedure
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.	<p>Quality Report</p> <p>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</p>
5.	<p>Good Practice</p> <p>Currently across Southampton social care providers in the care home and home care market are considered overall to be providing good care. One service is currently under review by the Care Quality Commission (CQC) and it is anticipated that this service will receive a rating of either requires improvement or inadequate. The Quality Team is currently reviewing this provider to understand what has changed since the last review and the provider will be assisted with the development of an action plan to ensure any breaches of the regulations are addressed.</p>

The current profile of CQC ratings across Southampton is

	Outstanding	Good	Requires Improvement	Inadequate
Nursing Homes	0	9 (7)	0 (2)	0
Residential Homes	1	41 (43)	7 (6)	1 (0)
Home care providers	2	36	5	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 (CQC) 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. The one provider rated inadequate has addressed the issues identified by CQC and the ICU Quality Team will be reviewing their progress with the actions in October, it is anticipated that all the actions will have been completed by this time.

5 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. Areas reviewed at the meeting include Children's social care and readiness for Ofsted, Adult safeguarding practice, and the outcomes of the recent peer reviews in adult social care. The meeting will receive elements from the action plan arising from the peer reviews relating to quality from August onwards.

6 Other areas of focus across health and social care in Southampton for the ICU quality team include workforce issues in Adult Mental Health services, which have resulted in temporary closures of ward beds and the section 136 suite at Antelope House. The Quality Team are in regular contact with the management team at Antelope House, will continue to monitor the situation and provide support as needed.

Work is ongoing with University Hospital Southampton NHS Foundation Trust (UHS) to improve communication and working relationships with the nursing home sector in the city. This work is to help support early discharge from hospital. UHS have been working on improved discharge summaries and improving processes related to discharge including supply of discharge medication.

The Continuing Healthcare (CHC) team continue to work with partners to ensure that CHC assessments are completed in the community in line with national requirements. Completing a CHC assessment in hospital can result in a distorted view of an individual's care needs, so using the Discharge to Assess pathway 3, individuals who are eligible for a CHC assessment are moved into a community setting to allow this to be completed in a more 'normal' environment. Work is currently underway between the CCG and SCC to review the processes supporting packages of care for individuals entitled to section 117 aftercare, part of the Mental Health Act requirements. Work is underway to develop a joint protocol for management of this client group. A presentation to the Health Overview and Scrutiny Panel took place in September, this was well received and it is anticipated that a further request to attend will be issued next year due to the complexity of this funding source.

7 **Disputes Procedure**– The disputes protocol is a requirement of the NHS Continuing Healthcare framework and over the last few months, the CCG and Local Authority teams have been working to agree this key document. Whilst it is aimed at CHC it can also be used for other individual funding processes such as section 117 aftercare or jointly funded packages of care. The Joint Commissioning Board is asked to endorse this

	procedure which has been developed in conjunction with legal advice from the CCG and the City Council.
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	Areas of Concern 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 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.
POLICY FRAMEWORK IMPLICATIONS	
15	The information contained within this report are in accordance with the Councils Policy Framework plans

KEY DECISION?	N/A
WARDS/COMMUNITIES AFFECTED:	
<u>SUPPORTING DOCUMENTATION</u>	
Appendices	
1.	Disputes procedure
Documents In Members' Rooms	
1.	Not applicable
Equality Impact Assessment	

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