

## **Minute No.57 – Families and Wellbeing Policy and Performance Committee 8 April 2014**

### **Quality Assurance and Standards of Care Homes in Wirral' Scrutiny Report**

The Committee considered the report of the Members of the Care Homes Scrutiny Panel providing background information regarding the Final Report.

Members of the Panel had met a range of witnesses throughout the course of the Review and thanked all those who had assisted in the review by giving their time.

The Final Report, 'Quality Assurance and Standards of Care Homes in Wirral' was attached as an appendix to the report.

The Chair of the Panel, introduced the report indicating that the information on RAG rating detailed in the report highlighted that some of the homes were not fully compliant with the contracts, which was why the Committee wanted to look at this as an important issue.

The Chair indicated that the Panel had set out some detailed recommendations for the Department of Adult Social Services, some more challenging than others, but it was hoped that the outcome of the review and the Panel's recommendations would make a difference to those living within our residential homes.

Members of the Panel thanked the Chair and those colleagues, and also the Scrutiny Support Officer who had assisted with the review and the final collation of the report.

A Member of the Panel reported that as part of a previous review, standards in relation to the Wirral University Hospital were looked at and which were of a high quality, but commented that some private sector homes fell well below the standards expected for the residents of Wirral; the Member further indicated that the Panel had noted and praised the excellent work undertaken by the CCG and Quality Assurance team.

Within the findings of the review the Panel felt that more was needed to be done to encourage people to raise concerns regarding the care received at care homes.

Mr Graham Hodgkinson, Director of Adult Social Services thanked the Panel for their report and in response to Members comments, indicated that the quality of the sector was at present very mixed; the Quality Assurance Team had only been established by the Council for a short period therefore information they had gathered had been relatively recent.

Mr Hodgkinson stressed the importance of the role to be played by the elected Members feeding back information based on their observations and information received from their constituents.

In relation to staffing costs, Mr Hodgkinson indicated that the Department had a costing model which was used for each home for staffing, food etc; this included the

cost of living minimum wage which was paid to staff. In response to a Member, Mr Hodkinson indicated that the Department worked closely and consulted with all providers and the Care Home Association.

Mr Phil Jennings, Wirral CCG welcomed the report and indicated that the CCG had done some great work to date; and indicated that the CCG would be working alongside the Department of Adult Social Services on the recommendations detailed within the report and feedback to the Committee in due course.

**RESOLVED: That**

- (1) the contents and recommendations of the Scrutiny Report 'Quality Assurance and Standards of Care Homes in Wirral' be approved;**
- (2) the 'Quality Assurance and Standards of Care Homes in Wirral' Report be referred to the next appropriate Cabinet meeting;**
- (3) an update report regarding the progress being made towards the implementation of the recommendations be presented to this Committee in approximately one year; and**
- (4) The Chair, Panel Members, Officers and Alan Veitch, Scrutiny Support Officer be thanked for their excellent work in completing the review.**