

WIRRAL COUNCIL

FAMILIES AND WELLBEING POLICY & PERFORMANCE COMMITTEE – 2ND FEBRUARY 2015

HEALTH AND CARE PERFORMANCE PANEL – 11TH DECEMBER 2014

SUBJECT:	<i>FEEDBACK FROM THE MEETING OF THE HEALTH & CARE PERFORMANCE PANEL HELD ON 19TH NOVEMBER 2014</i>
REPORT OF:	<i>THE CHAIR OF THE COMMITTEE</i>

1.0 PURPOSE OF THE REPORT

This report provides feedback of the key issues arising from the meeting of the Health & Care Performance Panel held on 19th November 2014.

2.0 ATTENDEES

Members:

Councillors Moira McLaughlin (Chair), Wendy Clements, Alan Brighouse, Denise Roberts, Chris Spriggs

Other Attendees:

Lorna Quigley (Head of Quality and Performance, Wirral Clinical Commissioning Group)
Clare Fish (Strategic Director, Families and Wellbeing, Wirral Borough Council)
Amanda Kelly (Senior Manager, Market Transformation and Contracts, Adult Social Services, Wirral Borough Council)
Alan Veitch (Scrutiny Support Officer, Wirral Borough Council)

Apologies:

Cllrs Cherry Povall and Treena Johnson; Karen Prior (Wirral Healthwatch) and Elaine Evans (Wirral Healthwatch)

3.0 NOTES FROM THE PREVIOUS PANEL MEETING HELD ON 20TH OCTOBER 2014

The notes from the previous meeting, held on 20th October 2014, were approved by members.

4.0 ISSUES RELATING TO FOUR SEASONS CARE HOMES

Amanda Kelly provided members with a report relating to Four Seasons Healthcare, both locally and regionally. Four Seasons is one of the largest care home providers nationwide, operating five homes in Wirral; three of which are currently suspended. Four Seasons holds 13% of the older person bed market in Wirral. Concerns have been raised locally regarding the standards of care. These concerns have been escalated to the Cheshire, Warrington and Wirral Quality Surveillance Group and subsequently to the North Regional Quality Surveillance Group. Members were informed that the concerns raised with homes in Wirral were comparable to those raised for this provider nationally. The major concerns included provision of medication, staffing levels and quality of management.

It was noted that the Care Quality Commission (CQC) are now issuing many more warning notices for care homes; this demonstrating an unprecedented level of action from CQC, which was welcomed. There is also now a closer working relationship between DASS and CQC than was demonstrated a year ago.

Members were informed that Four Seasons had recently announced that Highground, one of the five homes operated in Wirral, was to close. Members were reassured that there is enough capacity in the local market to absorb this closure. At a national level, there is evidence that a new management team at Four Seasons is having a positive impact.

Amanda Kelly informed members that across the care home sector, 80% are currently achieving a rating of green. There are currently 11 homes in red, of which 7 are suspended. Members were reassured that when a home is suspended, relevant officers across the health and social care sector are informed; further admissions being prevented.

Members were informed of the drive to ensure patients were both admitted to and discharged from hospital appropriately. It is the aim to increase the numbers of clients receiving reablement at home and domiciliary care, while reducing the numbers of clients in care homes.

5.0 PROGRESS ON THE DELIVERY OF THE RECOMMENDATIONS ARISING FROM THE 'QUALITY ASSURANCE AND STANDARDS IN CARE HOMES' SCRUTINY REVIEW

During late 2013 / early 2014, a scrutiny review entitled 'Quality Assurance and Standards in Care Homes' was undertaken. The Members of the Scrutiny Panel met with a range of witnesses throughout the course of the Review, including Council officers, representatives of partner organisations and advocacy agencies, care home owners and managers. The final report was presented to the meeting of the Families and Wellbeing Policy & Performance Committee on 8th April 2014 and to Cabinet on 7th July 2014. The members of the Health and Care Performance Panel were provided with a report which updated progress towards the implementation of the recommendations made by the scrutiny review.

Members noted the progress and outstanding actions as detailed in the report. Additional comments included:

- ***Out-of-hours inspections of care homes (Recommendation 1)*** - Amanda Kelly explained that the working hours of the Quality Assurance team have not been changed from 9.00am to 5.00pm. However, on some occasions they will visit care homes outside those hours if required as do other partner organisations. The Chair requested further evidence to determine whether this current arrangement was meeting the requirements of the scrutiny report recommendation.

- **Performance data in the public domain (Recommendation 3)** - There is still an aspiration to publicise the rag rating data although there are legal issues to resolve. It was noted that providers are informed of their rag rating. Given the change in the CQC inspection framework, the standards applied by the Quality Assurance Team and CQC are more in line with each other. Members were also informed that people looking for a home are provided with a list of homes which only includes those rated as green.
- **Good practice guidance for care home managers (Recommendation 7)** – Amanda Kelly argued that this recommendation would compromise the role of the CQC. It is not appropriate for the Local Authority to be training care home managers as it is the responsibility of the employer.
- **Communication with care home owners (Recommendation 8)** – Action complete
- **End of Life Care (Recommendation 10)** – Laura Quigley reassured members that prior to admission, a care home should be sure that they have the competencies to provide care for the patient. However, as patient safety is paramount, support will be provided to the home if necessary, for example, from the GP or community nurse.
- **Establish relevant performance indicators on the dashboard (Recommendation 16)** – It was agreed that the number of homes on the rag rating would be reported although it was not appropriate to set a target.
- **Provision of performance data to members (Recommendation 17)** – Quarterly update reports regarding the performance of care homes will be provided to the Health & Care Performance Panel. Data will include: the number of homes categorised by rag rating, the direction of travel of the rag rating, the occupancy rates, number of suspended homes, the throughput of residents (length of stay, admissions, discharge). The numbers of residential and nursing homes will also be benchmarked on a historical basis.
- **The relationship between local members and care homes (Recommendation 18)** - A list of care homes in each ward will be sent to the relevant ward members.

It was agreed that a further update report regarding the outcomes of the recommendations arising from the care homes scrutiny review will be provided by officers in approximately six months.

6.0 ESTABLISHING HOW THE PANEL WILL MONITOR THE HOME CARE SECTOR - DISCUSSION

The number of domiciliary care providers, with whom the Local Authority has contracts, has been reduced from 68 to 6, with contractors providing care on a zoned approach. Performance data relating to domiciliary care will be included as part of the quarterly care home performance report described above.

7.0 FUTURE ARRANGEMENTS AND WORK PROGRAMME FOR THE PANEL

It was proposed that two future meetings of the Panel be arranged:

- Thursday 11th December – agenda items will include an update from Jill Galvani (WUTH), an update regarding the CQC inspection of Wirral Community Trust and a performance monitoring report to be provided by Wirral CCG.
- Wednesday 4th February – agenda to be agreed.

8.0 SUMMARY OF ACTIONS ARISING FROM THE MEETING

The following actions arose from the meeting:

1. Amanda Kelly agreed to send a list of care homes in each ward to the relevant ward members.
2. Amanda Kelly to provide quarterly update reports regarding the performance of care homes and domiciliary care to the Health & Care performance Panel.
3. Alan Veitch / Amanda Kelly will arrange for a further update report regarding the outcomes of the recommendations arising from the care homes scrutiny review to be provided in approximately six months.

9.0 RECOMMENDATIONS FOR APPROVAL BY THE FAMILIES AND WELLBEING POLICY & PERFORMANCE COMMITTEE

There were no specific recommendations to be made to the Families and Wellbeing Policy & Performance Committee.

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