



ADULT SOCIAL CARE AND PUBLIC HEALTH COMMITTEE

Tuesday, 29 November 2022

REPORT TITLE:	CARE HOME QUALITY WIRRAL - UPDATE
REPORT OF:	DIRECTOR OF CARE AND HEALTH

REPORT SUMMARY

The purpose of this report is to update Members regarding Care Home Quality across Wirral, in particular: -

1. Current position in terms of Care Quality Commission (CQC) assessment status of care homes in Wirral and comparable benchmarking as of July 2022.
2. An overview of how the quality of the care home provision in Wirral is managed.
3. The strategy to improve and manage the market quality moving forward.

This underpins the Wirral Plan 2021-2026 vision of Active and Healthy Lives - working to provide happy, active and healthy lives for all, with the right care, at the right time to enable residents to live longer and healthier lives.

This is not a key decision and affects all wards.

RECOMMENDATION/S

The Adult Social Care and Public Health Committee is recommended to note the content of the report.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 To update and describe the current Care Quality Commission (CQC) status of care homes in Wirral, how the quality of the care home provision in Wirral is managed, and the strategy to improve and manage the market quality going forward.

2.0 OTHER OPTIONS CONSIDERED

- 2.1 A briefing note was considered but felt that Members comments and engagement with this work were important, therefore, the decision was taken to bring to Committee.

3.0 BACKGROUND INFORMATION

Current position in terms of Care Quality Commission (CQC) assessment status of care homes in Wirral and comparable benchmarking as of July 2022

- 3.1 Using validated data and information sourced from Care Quality Commission (CQC), Liverpool City Region (LCR) and the Association of Directors of Adult Social Services (ADASS), the diagrams illustrated in appendix A of this report highlight the following key points: -
- Out of a total of 116 care homes in Wirral, 69 are rated good, with 47 requiring improvement (3 inadequate and 44 further improvement) with none achieving 'outstanding' status illustrated in diagram 1 in Appendix A. When comparing this data illustrated in diagram 2 across Liverpool City Region, to the nearest neighbours, Sefton, and Liverpool, Wirral has almost double the care homes that require improvement, with Sefton being the market leaders in the region achieving 85% of its total care homes receiving 'good' status which could provide valuable learning.
 - Whilst nearly 60% of Wirral Care Homes are rated 'good' as illustrated in diagram 2, a large proportion are in less affluent areas of Wirral, however this does not necessarily equate to poorer quality as shown in the data and information.
 - Covid pandemic pre (2020) and post (2022) data and information, illustrating appendix B shows across the Liverpool City Region, there has been slight dips and increases in the good/outstanding status, however, Wirral has seen a significant decrease of 18.6% post covid.
- 3.2 The analysis of the Wirral market also identifies several emerging themes that need to be considered in the Wirral Care Home Improvement Strategy as described in section 3.5 of this report. Those themes include: -
- The highest density of care homes is in the less affluent areas.
 - Higher than average number of empty beds in care homes. The vacancies are predominantly in the care homes rated as 'Requires Improvement' or 'inadequate'.

- CQC data historically has shown that medium size care homes, between 15-40 beds are care homes that nationally struggle to provide good, rated care - 60% of Wirral care homes are classed as medium sized with approximately 20% classed as large, over 40 beds, and 20% small, under 15 beds.
- Staffing vacancies and staff turnover is greater in the less affluent areas. In addition, care homes without Registered Managers are predominantly requires improvement and inadequate homes.
- The demographics of the residents differs in affluent areas. Generally, a resident entering a care home in the more affluent areas are older but have better physical health, are less dependent, more mobile and have a longer life expectancy. In contract residents in less affluent areas commonly are younger, have complex multiple health needs, are less mobile with a high staff dependency and have shorter life expectancy.
- Good, rated care homes charge higher fees although this is with exceptions.
- Supply and demand have been affected in the marketplace due to the covid pandemic over the past 2 years and restricting the level of services available to the Wirral population.

An overview of how the quality of the care home provision on the Wirral is managed

- 3.3 Under the Care Act 2014 statutory guidance, it states that 'high quality, personalised care and support can only be achieved where there is a vibrant, responsive market of services available'. Under section 5 of the Care Act, Wirral Council has a duty to shape and maintain an efficient and effective market of services for meeting the care and support needs in the local area. Whilst this duty applies to the Local Authority commissioners directly, non-commissioned partnerships can add value in delivering services and together we can mobilise a vibrant and effective marketplace of high quality, care, and health provision. The role of the CQC as an independent regulator, is to register health and adult social care service providers in England and to assess, through inspection and ongoing monitoring, that standards are being met.
- 3.4 Wirral has an experienced and skilled workforce, operating across three teams. Although, each team has a primary function detailed below, it is important to recognise that effective collaboration is the key to effective, high quality service delivery. Below is an overview of the team's priority functions: -
- **Commissioning Team** primary function is to determine at a strategic level, which of the care and support services in the marketplace are needed and prioritised within the resources available, to enable greater impact on the care market.
 - **Contract Management Team** primary function is to ensure the contracts awarded are successfully executed, providing value for money and in compliance with appropriate quantitatively and qualitative performance measures.
 - **Quality Improvement Team** primary function is to provide the contracts and commissioning teams with an assessment of the quality and enable improvement support journey in priority areas identified.

Strategy to improve and manage the markets' quality moving forward within the resources available

3.5 Wirral Care Home Improvement Strategy

Quality improvement is fundamental. The journey of improvement within the care home market remains a priority for Wirral. Delivery of a poor-quality service is unacceptable.

3.6 So, what are Wirral going to do?

- Lead the implementation of the '**provider assessment and market management solution**' (**PAMMS**), which is an online assessment tool, designed to support the improvements required for high quality care provision delivered by providers of Adult Social Services as part of a Liverpool City Region pilot.
- Produce a clear and transparent policy and procedure of the expectations of quality standards for the providers and subsequently, the consequences for repeated service failure resulting in suspension of contracts.
- Target 31 care homes who have been identified as a priority 1 for improvement will receive an individual PAMMS assessment by 31 January 2023.
- Schedule the remaining care homes to receive a PAMMs assessment over the next 12 months – this will include 40 priority 2 and 42 priority 3, of which 21 will meet the criteria for a self-assessment.
- Ask for help and support from Skills for Care and neighbouring authorities on continual improvements.

3.7 What does success look like?

- ✓ A consistent approach to monitoring and improved quality of provision
- ✓ Residents' outcomes and experiences improved
- ✓ Robust scrutiny and challenge, contributing Care Quality Commission 'good' ratings for providers increased
- ✓ Quality of care improved where appropriate
- ✓ Collaboration between providers and quality improvement team enhanced
- ✓ Best practice, benchmarking and new innovations shared
- ✓ Data, information, and insight driving coproduction, shaping future services, meeting the needs of the people supported
- ✓ Best practice across Liverpool City Region shared
- ✓ Additional support, signposting or referrals to expert teams identified
- ✓ Efficient and effective use of resources maximised
- ✓ Synergy with the creation of 246 extra care facilities for maintain levels independency and social interaction, reducing demands on services

4.0 FINANCIAL IMPLICATIONS

4.1 There are no financial implications related to this report.

5.0 LEGAL IMPLICATIONS

5.1 The legal implications are in accordance with the Care Act 2014 – promoting diversity and quality in provision of services

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

6.1 There are no resource implications related to this report.

7.0 RELEVANT RISKS

7.1 There is a potential risk in workforce capacity levels to conduct the PAMMS assessments due to the vacancy freeze and retention of skilled experienced staff which may result the number of PAMMS assessments achieved by the intended timeframe set.

8.0 ENGAGEMENT/CONSULTATION

8.1 Not required due to the purpose of the report outlined in the report summary.

9.0 EQUALITY IMPLICATIONS

9.1 Wirral Council has a legal requirement to make sure its policies, and the way it conducts its work, do not discriminate against anyone. An Equality Impact Assessment (EIA) is a tool to help council services identify steps they can take to ensure equality for anyone who might be affected by a particular policy, decision, or activity. An EIA is not required for this report. Any associated action from this report may need an EIA and this will be done at the appropriate time

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

10.1 There are no environment and climate implications related to this report.

11.0 COMMUNITY WEALTH IMPLICATIONS

11.1 There are no community wealth implications related to this report.

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APPENDICES

- Appendix A - Data and Information of the Care Quality Commission (CQC) status of Care Homes on Wirral (July 2022) and comparable data across Liverpool City Region Local Authorities
- Appendix B - Comparable data and information across Liverpool City Region Local Authorities pre (Feb 2020) and post covid (July 2022) – source NW Association of Directors of Adult Social Services (ADASS)
- Appendix C - Provider assessment and market management solution (PAMMS) tool

BACKGROUND PAPERS

The Care Act 2014.

TERMS OF REFERENCE

This report is being considered at the Adult Social Care and Public Health Committee in accordance with Section 2.2(a) adult social care matters (e.g., people aged 18 or over with eligible social care needs and their carers).

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Adult Social Care and Public Health Committee	18 January 2021
Adult Care and Health Overview and Scrutiny Committee	26 June 2019
Adult Care and Health Performance Panel	11 March 2019