



ADULTS AND COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
11 NOVEMBER 2019

QUALITY OF CARE IN LEICESTERSHIRE

REPORT OF THE DIRECTOR OF ADULTS AND COMMUNITIES

Purpose of report

1. The purpose of this report is to inform the Committee of the current Care Quality Commission (CQC) quality ratings within the regulated adult social care services in Leicestershire.

Policy Framework and Previous Decisions

2. All regulated services in Leicestershire have an inspection from CQC. Following inspection, services will be rated as - Outstanding, Good, Requires Improvement or Inadequate.

Background

3. Across Leicestershire there are 289 regulated adult social care organisations. 184 of these are residential/nursing homes; 126 are community-based adult social care services (including domiciliary care and supported living); and there are five extra care services.
4. There are 5,144 residential care and nursing care beds registered for use within Leicestershire. This is over 1,000 fewer beds available than in comparator authorities (6,254) and England (6,322). The County Council has almost 50% fewer nursing beds than comparator authorities and more residential beds available. However, currently there is sufficient capacity within the residential sector enabling the finding of beds for County Council funded residents.
5. The County Council contract with 172 of the residential/nursing homes (93%) and 68 of the community-based adult social care services (54%). 265 of these services have been inspected by CQC, with 72 taking place in 2019. The current ratings are:

Rating	Number of services	Percentage	Type of service	
			Care Homes	Community based adult social care (ASC)
Outstanding	6	2%	3 (2%)	3 (3%)
Good	215	75%	143 (78%)	72 (69%)
Requires Improvement	43	15%	33 (18%)	10 (10%)
Inadequate	1	0%	0 (0%)	1 (1%)
Unrated	22	8%	4 (2%)	18 (17%)

6. When compared against comparator authorities* and England:

Rating	Type of service		Comparator Authorities		England	
	Care home	Community based ASC	Care Home	Community based ASC	Care Home	Community based ASC
Outstanding	2%	3%	6%	5%	4%	3%
Good	78%	69%	74%	71%	74%	65%
Requires Improvement	18%	10%	15%	7%	17%	10%
Inadequate	0%	1%	2%	0%	2%	1%
Unrated	2%	17%	4%	16%	4%	21%

* *Comparator Authorities* – Buckinghamshire; Cumbria; Devon; Derbyshire; Gloucestershire; Hampshire; Northamptonshire; North Yorkshire; Nottinghamshire; Oxfordshire; Somerset; Staffordshire; Suffolk; Warwickshire and Worcestershire.

7. Of the inspections carried out in 2019, 50 were residential/nursing homes and 22 community-based adult social care. These ratings were:

Rating	Number of services	Percentage	Type of service	
			Care Homes	Community based ASC
Outstanding	1	1%	0	1 (5%)
Good	44	61%	28 (56%)	16 (73%)
Requires Improvement	26	36%	22 (44%)	4 (17%)
Inadequate	1	1%	0	8 (5%)

8. There is some concern over the percentage of homes rated recently as 'Requires Improvement' as this is similar to the numbers rated 'Good'. It is, however, an improving picture overall as there are currently no homes rated 'Inadequate' which is an improvement when compared with the same period last year when there were five. Leicestershire has fewer homes rated outstanding than its comparator authorities.
9. As an authority the ratings are performing relatively well across the area. Services had been inspected under a previous methodology. The new methodology came into force in November 2017. Services rated 'Good' are not usually re-inspected until two years after publication date of last report. Key lines of enquiry were changed to focus on equality and diversity and ensuring people had care and support at the times they need it. These are areas some homes can struggle to evidence in documentation. Providers have had time to prepare for the changes and these areas have been included within the County Council's contract monitoring and support. This will encourage services to focus on these areas, apply them in practice and evidence these to the regulator.
10. The County Council offers providers support to drive up their quality through the Adults and Communities Department's Quality Team. The officers support providers with areas of non-compliance as well as areas where they want to improve the quality of the service. Training in falls management and positive behaviour support can also be offered to providers. They can receive support in any area of care delivery including mental capacity act, medication, support planning, health and

safety and auditing. Providers are encouraged to work in line with best practice and this is promoted by all. The Quality Team is currently running a pilot with care homes on improving care for people who are living with dementia.

11. The Quality Team was recently evaluated by the London School of Economics who have identified how valuable the providers see this support. The evaluation has yet to be published, however, the summary identified the support from the Quality Team was seen very positively by providers as a 'gift' from the Council which builds their confidence in the Council and its' intentions. It showed how the providers engaged with the Quality Team and helps the Council to build confidence in the providers. They are also a source of knowledge about delivering care and managing care organisations.

Resource Implications

12. The Adults and Communities Department Quality and Contracts Team works with all contracted providers, and support homes who are rated 'Inadequate' or 'Require Improvement', more intensively to drive improvement, however all services can request support.

Conclusions

13. The ratings across Leicestershire are relatively positive. The Adults and Communities Department has working relationships with most providers and works collaboratively to try and improve the service people are receiving. There will always be concerns regarding services, however, the Department's Quality and Contracts Team are very experienced and can work with providers to support them to resolve these in a timely manner.

Circulation under the Local Issues Alert Procedure

None.

Equality and Human Rights Implications

14. There are no equality and human rights implications. This report is for information only. The information is in the public domain.

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