

## Quality Monitoring in Care Homes and Supported Living Schemes

### Adult Residential Care

- 1.1 During 2013 the Contract Compliance Officers have continued to follow a schedule of monitoring visits that covers all in borough homes. Fifty two visits have been carried out across 36 homes up to the end of November 2013. The remainder of the homes in borough will be visited before the end of the financial year.
- 1.2 During 2013 the team have continued with the implementation of the Quality Assessment Framework (QAF) and 22 of the 36 homes (61%) visited receiving an assessment against the criteria. This has enabled the team to identify areas of strength and weakness across Residential Care Homes in the borough.

Areas where good practice and improvements were evidenced across several homes

- Medication and liaising with external medical professionals/agencies
- Environment (i.e. facilities, maintenance, cleanliness)
- Consistent staffing levels with low turnover

Areas of concern:

- Involvement in Care:
  - Meetings not being held regularly for service users and their advocates
  - No evidence to show that people are involved in their Care Planning process
- Providers struggling to supervise/appraise their staff as frequently as stated in their policy

- 1.3 The monitoring officers consider the following information before visiting a home:

- Safeguarding alerts
- Complaints
- Regulation 16/18 reports (also copied to CQC – reports of death, serious injury, hospital admission, outbreak of disease, medication errors etc
- Information from other stakeholders, e.g. Care Managers, Carers, Health Professionals
- Observations made during training courses.
- Results from customer satisfaction surveys
- Information supplied by Members, following visits.
- Regular maintenance and fire safety reports.
- Whistleblowers
- Information from colleagues working in the health services

- 1.4 A programme of visits has been drawn up for Members to visit Care Homes during 2013-14. Officers have provided a template with suggestions of aspects of the home and care delivered that members might observe during visits and report back to monitoring officers. The Portfolio Holder Assistant

has also accompanied monitoring officers on regular contract compliance visits during the year.

- 1.5 The feedback received from all the different sources listed above is used by compliance officers and we recognise the value of gathering information from as wide a range of sources as possible as this sometimes reveals concerns which the contract compliance visits do not pick up.

### **Homes for People with Mental Ill Health**

- 1.6 During 2012 contract compliance officers visited each of the in borough residential homes for adults with mental health problems. These visits focused on compliance with the CQC requirements and looked to compare quality across the borough. Visits for 2013 are scheduled for December and will use the QAF for residential services for the first time.

### **Supported Living Schemes**

- 1.7 The contract compliance team also monitor the quality of service provided in the supported living schemes for people with learning disabilities which have been developed over the last few years. These schemes are governed by the CQC regulations for Domiciliary Care Agencies; the QAF is employed for monitoring and frequency of visits is determined by a similar risk assessment.
- 1.8 There are 19 Supported Living Schemes in the borough and all have been visited regularly during 2013. The care providers in some of the schemes have been changed during the year, so monitoring is increased in these schemes to ensure the new providers meet the quality standards we expect. We have also made unannounced visits at weekends in response to concerns about adequate staffing levels. We then ensured that the Provider improved the staffing levels to reflect the user needs.

### **Safeguarding**

- 2.1 When safeguarding alerts are raised the Care Management teams instigate the Council's safeguarding procedures. Contract Compliance officers can be involved in safeguarding investigations and always follow up on learning points or action plans at the conclusion of each case. The Council's safeguarding manager meets regularly with a joint agency group of the Council, CQC and health commissioners to exchange information and share any concerns about local homes. This ensures that any potential issues are picked up and factored into monitoring and training programmes.
- 2.2 Between January and November 2013 the Council received 92 safeguarding alerts in Bromley care homes and 58 of these have been concluded. Eleven of the alerts were substantiated. These alerts referred to 26 different care homes. When compared with information available for the last report, this shows a significant increase in the number of referrals, but with a similar number being substantiated. (43 referrals, 8 substantiated to November 2013) This shows that awareness of reporting issues as safeguarding has increased, although this means that more cases are either not considered to be Safeguarding and are followed through as either a complaint or an issue to be followed up through Contract Monitoring. This sentence doesn't quite make sense.

- 2.3 During 2012 safeguarding investigations at Lauriston House raised concerns that caused the Council to stop making placements. Work continued with Lauriston House throughout 2013, and the suspension was lifted in September 2013 on the initial condition of the home accepting no more than 2 clients per week. The Intermediate Care Unit funded and staffed by Bromley CCG will be based in Lauriston House from December 2013; however the care will be provided by Bromley Healthcare, who will be the registered Provider.
- 2.4 In January 2013 a Tissue Viability Nurse raised concerns about poor practice at Benedict House Nursing Home. An investigation in the early half of 2013 found poor Manual Handling and Medication administration practices, and raised serious allegations about the Registered Manager. New placements were suspended, reviews were carried out on Bromley funded residents and 4 were helped to move to other homes. The CQC issued two Enforcement Action notices in April 2013, which were rectified in the same month. Benedict House were continually monitored against an Action Plan during the year and during this time both the Registered Manager and the Responsible Person were replaced by the Owner after improvements were not realised. A new Manager was recruited and worked positively on the action plan. Improvements in care were made, and the suspension of new placements was lifted in September 2013. The home agreed to a reduced number of Residents until the action plan has been completed.
- 2.5 Council Officers have continued with the policy of not making placements with those providers where CQC indicate that they are taking enforcement action. This year new placements in Benedict House Nursing Home, St Raphaels Nursing Home, Elmwood Nursing Home and Jansondean residential home were suspended until CQC confirmed that the required improvements had been made.. New placements of Council funded residents are suspended in Rosecroft, Fairmount and Ashglade whilst they make the required improvements. In each case, the Contract Compliance Officer requests a copy of the action plan the home has submitted to the CQC, so that enhanced monitoring of the home against the plan can be done.
- 2.6 Council Officers who specialise in safeguarding attend the Council's Care Home forums in order to ensure that providers are kept up to date with requirements. Providers are also represented on the Adult Safeguarding Board which ensures that provider issues are considered as part of this multi agency approach.