

Quality Monitoring in Care Homes and Supported Living Schemes

Adult Residential Care

- 1.1 Officers undertake an annual risk assessment of the care homes in the borough and devise a monitoring schedule which includes more visits on care homes assessed as having a higher of risk. During 2014 the Contract Compliance Officers will have visited all Bromley care homes. Seventy seven visits have already been carried out across 53 homes up to the end of November 2014. The remainder of the homes in borough will be visited before the end of the financial year.
- 1.2 During 2014 the team have continued with the implementation of the Quality Assessment Framework (QAF) and 58 of the 77 visits above (75%) used the QAF to give 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:

- Activity provision and meeting people's social needs as well as meeting care needs
- Business Continuity Plans have been strengthened and tested with staff to ensure adequate responses in emergency situations
- Liaison with external medical professionals/agencies, including participation with CCG initiatives such as a Borough-wide training needs analysis
- Environmental improvements (i.e. facilities, maintenance, cleanliness)

Areas of concern:

- Involvement in Care:
 - Providers cannot demonstrate engagement with service users and their advocates
 - Providers cannot provide evidence that people are involved in their Care Planning process
- Many providers lack confidence in their ability to embed the practices of Mental Capacity Assessing, particularly evidencing how best interests decisions are made on behalf of people who lack capacity
- Providers are do not supervise or appraise their staff as frequently as stated in their policy. Some providers are struggling to retain and recruit staff

These areas of concern picked up through monitoring have been used as themes for learning and discussion in the Care Home Forum which is held quarterly throughout the year for Providers. Additional training has been made available to providers on Mental Capacity Act and Deprivation of Liberty safeguards.

- 1.3 An area of concern that was picked up through monitoring last year was the low level of planned structured activities provided in the homes. The team have held two activities conferences during 2014 to bring together the Activity Co-ordinators from the Care Homes with local providers of activities to enable networking and the sharing of ideas.

- 1.4 The team hosted a 'Bromley Cares' event in March 2014, to help inform Carers what standards of care they should expect from residential services and who they can go to for help should they need any. There were representatives from CQC, Healthwatch, local care homes as well as the Voluntary Sector.
- 1.5 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.
 - Whistle-blowers
 - Information from colleagues working in the health services
- 1.6 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.
- 1.7 Healthwatch started a programme of Enter and View visits during 2014. They have visited 1 care home and 1 nursing home so far, with positive feedback given to both.
- 1.8 A programme of visits has been drawn up for Members to visit including 9 Care Homes during 2014-15. 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 team has been receiving comprehensive feedback throughout the year, which has been followed up with the homes concerned. Members visited White House, a small home in February 2014 and raised concerns with Officers which were followed up. The Owners closed the home in September 2014.
- 1.9 Other local changes have been that the Intermediate Care Unit moved to Lauriston House from December 2013, with the care provided by Bromley Healthcare as the registered provider for the unit. Elmwood Nursing Home opened a new Dementia Unit for 25 people in March 2014.

Supported Living Schemes

- 1.10 The contract compliance team also monitor the quality of service provided in supported living schemes for people with learning disabilities which have been developed in the borough over the last few years. Care in these schemes is covered by the CQC regulations for Domiciliary Care Agencies. Officers have amended the QAF for monitoring care and the frequency of visits is determined by a risk assessment.

- 1.11 There are 19 Supported Living Schemes in the borough and all have been visited regularly during 2014. 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 and out of hours to follow up on individual safeguarding concerns.

Safeguarding

- 2.1 When safeguarding alerts are raised the Care Management teams instigate the Protecting adults at risk London multi-agency policy and procedures to safeguard adults from abuse. 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 2014 the Council received 98 safeguarding referrals in Bromley care homes and 43 of these have been concluded. Ten of the referrals were substantiated. These referrals referred to 32 different care homes. When compared with information available for the last report, this year's figures are broadly in line with the figures from last year. (93 referrals, 11 substantiated to November 2013)
- 2.3 During 2014 safeguarding investigations at Archers Point raised concerns about poor care that caused the Council to stop making placements. The Assistant Director has led meetings with the Provider's management team to ensure that the need for robust improvement action is accepted and followed through. Officers are continuing to work with Archers Point and significant improvements have been made, although the suspension will remain in place until the action plan is completed.
- 2.4 In January 2014 the CCG and the compliance team raised concerns about Sundridge Court Nursing Home around a lack of registered nurses at the home, poor care planning and pressure wound care. Care Managers carried out reviews on Bromley funded residents, Officers met with the Regional Manager and are monitoring Sundridge Court against an action plan during the year until improvements are complete.
- 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 at Rosecroft, Fairmount Nursing Home, and Ashglade Nursing Home were suspended until CQC confirmed that the required improvements had been made.
- 2.6 New placements of Council funded residents are suspended in Jansondean Nursing Home whilst the home makes 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.
- 2.7 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.

Out of Borough placements

- 2.8 All service users living in out of borough placements are reviewed annually by Care Services.
- 2.9 In November 2014, the team reviewed the care ratings of all homes out of borough where the Council has made placements. Officers wrote to local authorities for Care Homes that were not meeting all CQC regulations, to ask them to complete a short questionnaire about their knowledge of the care provided in these schemes. This exercise covered 34 homes across 15 local authorities and to date we have received responses about 25 homes. So far there have been no additional concerns picked up. The responses are checked and stored on Carefirst for Care Management review.