

Quality Monitoring in Care Homes and Supported Living Schemes

Adult Residential & Nursing Care

- 1.1 All care homes in Bromley are monitored annually. Officers undertake an annual risk assessment of the care homes in the borough and devise a monitoring schedule to focus more visits on care homes assessed as having a higher risk. Thirty nine visits have already been carried out across 33 homes up to the end of November 2015. The remainder of the homes in borough will be visited before the end of the financial year. The schedule of visits is adapted flexibly to respond to any problems emerging during the year.
- 1.2 During 2015 the QAF (Quality Assessment Framework) has been used for the monitoring of all residential Care Homes. 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

Areas of concern:

- Many providers lack confidence in their ability to embed the practices of Mental Capacity Assessment, particularly evidencing how best interests decisions are made on behalf of people who lack capacity
- Providers 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 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 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 and Healthwatch, following visits.
 - Regular maintenance and fire safety reports.
 - Whistle-blowers
 - Information from colleagues working in the health services
- 1.4 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.
- 1.5 Healthwatch started a programme of Enter and View visits in 2014. In 2015 they have published 4 reports, 2 on care homes and 2 on nursing homes, with positive feedback given to all.
- 1.6 A programme of visits has been drawn up for Members to visit including Care Homes, Supported Living and Extra Care Housing Schemes during 2015/16. 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 received feedback throughout the year, which has been followed up with the providers concerned.
- 1.7 Local changes in the market this year have been the closure of St Raphaels Nursing Home in March 2015 which had 56 beds and Queen Mary House Residential Care Home closed in June 2015 which had 36 beds. This has put additional pressure on the Care Placement Team when it comes to finding placements in the borough.

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 2015 the Council received 92 safeguarding referrals in Bromley care homes and 59 of these have been concluded. Nineteen of the referrals were substantiated. These referrals referred to 33 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. (98 referrals, 10 substantiated to November 2014)

- 2.3 In 2014 the compliance team raised concerns about Benedict House Nursing Home around the turnover of Home Managers; pressure wound care and staffing levels. Care Managers carried out reviews on Bromley funded residents, Senior Officers have twice met with the Owner during 2015 and are continuing to monitor Benedict House to ensure that the standard of care is satisfactory.
- 2.4 Members agreed a policy of not making placements with those providers where CQC indicate that Providers are not meeting standards. In 2014 new placements at Foxbridge House, Jansondean, Rosecroft, Fairmount, and Ashglade Nursing Home were suspended until CQC confirmed that the required improvements had been made. This year all these homes have made the required improvements and the suspensions have been lifted. There are currently no active suspensions in place.
- 2.5 The Adult Safeguarding Manager attends 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

- 2.6 All service users living in out of borough placements are reviewed annually by Care Services.
- 2.7 As part of preparation for the Care Act, the council's spot contract for Care Homes was revised in January 2015. Every new placement made in 2015 to an out of borough Care Home was subject to a new financial credit check of both the Care Home and any parent company, a new version of the contract was issued and the CQC rating was checked.