



Item No. 11

Meeting Date Wednesday 16 November 2016

Glasgow City Integration Joint Board Finance and Audit Committee

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CARE HOME QUALITY REPORT – OCTOBER 2016

Purpose of Report:	To inform committee of purchased care home Care Inspectorate grading performance at October 2016
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Recommendations:	The Integration Joint Board Finance and Audit Committee is asked to: a) Note the performance highlighted in this report; and, b) Note the measures being adopted by the Council to address performance issues, including further consideration of local commissioning of these services.
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Implications for Integration Joint Board:

Financial:	There are no financial implications arising from report
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Personnel:	There are no personnel implications arising from report
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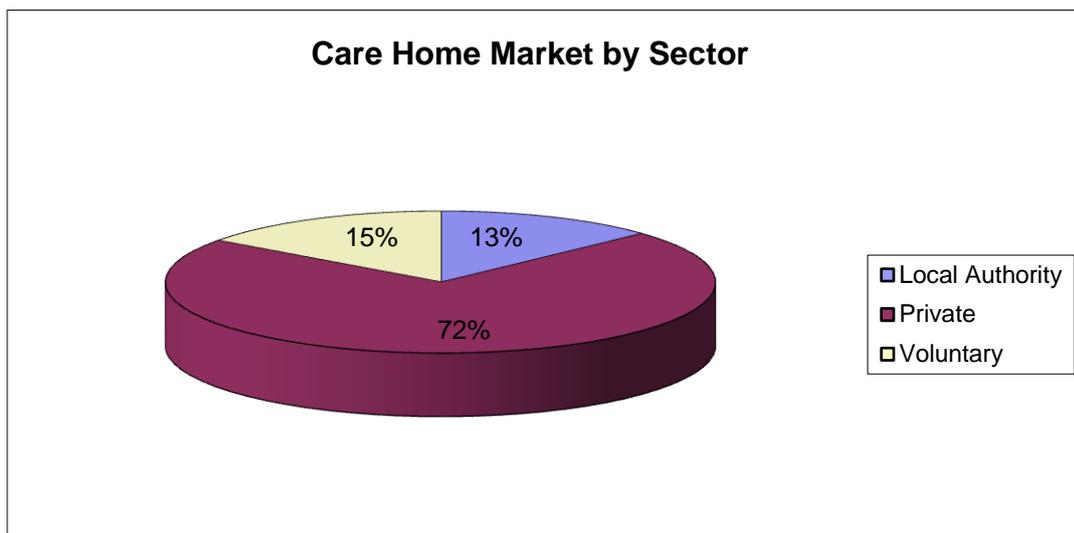
Legal:	There are no legal implications arising from report
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Risk Implications:	There are no risk implications arising from report
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Economic Impact:	Not applicable
Sustainability:	Not applicable
Sustainable Procurement and Article 19:	Not applicable
Equalities:	Not applicable
Risk Implications:	None
Implications for Glasgow City Council:	There are no implications.
Implications for NHS Greater Glasgow & Clyde:	There are no implications.

1. Background

- 1.1. Committee considered a report in August 2016 that examined the performance of private and voluntary care homes in the city in the year to August 2016. This report updates the latest performance in the year to October 2016.
- 1.2. There are currently 65 private and voluntary older people care homes in Glasgow. There are a total of 4024 care home places in Glasgow: 3459 in the private and voluntary sector and 565 within directly provided services.
- 1.3. In Glasgow, 54 care homes are operated by the private sector, 11 by the voluntary sector and 10 by Glasgow City Council. The chart below illustrates the percentage market share of each of these sectors by overall bed capacity.

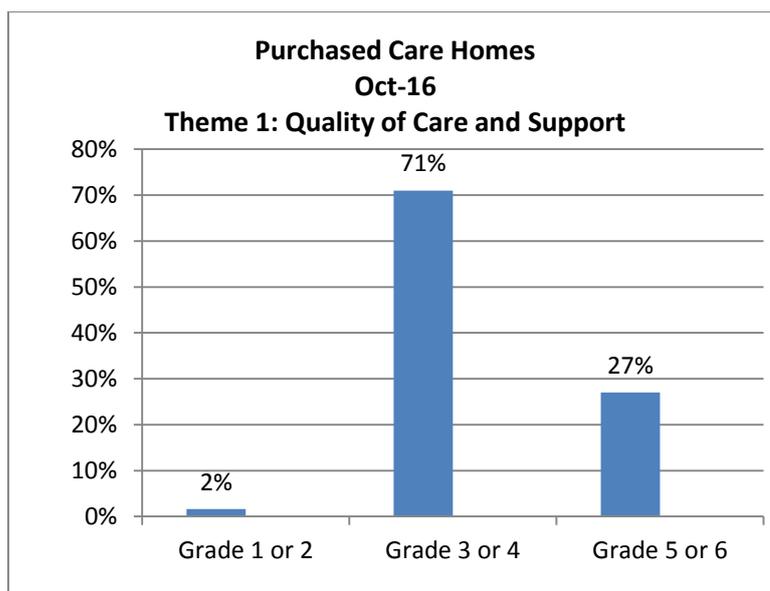


- 1.4. The current market share of directly provided services is 13% which is a slight decrease from 14% in 2015.
- 1.5. Further analysis shows that over the last year care home capacity within Glasgow has dropped by 3.8%. This reduction in capacity aligns with the Health and Social Care Partnership's strategic requirement for fewer care home placements.
- 1.6. The current occupancy rate for purchased care homes in Glasgow is 93%. This is compared with 99.6% in direct provision and 94% for care homes in Glasgow as a whole. In 2015 the occupancy rate for purchased care homes was 90%. This compared with 100% in direct provision and 91% in care homes as a whole. The increase in occupancy for care homes over the last year is a result of the reduction in bed capacity as detailed in point 1.5.

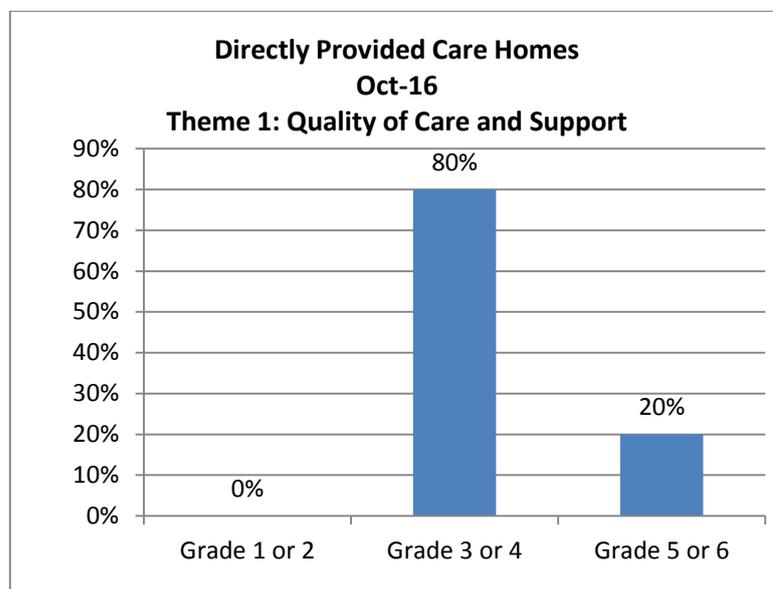
2. Current Purchased Care Home Performance.

- 2.1. As part of each Care Inspectorate inspection, services are awarded a grade of 1 (unsatisfactory) to 6 (excellent) across four themes:
 - Quality of care and support
 - Quality of environment
 - Quality of staffing
 - Quality of management and leadership
- 2.2. At October 2016, 71% (45) of purchased care homes had received a grade of 3 (adequate) or 4 (good) for Care and Support.

2.3. 1.6% (1) of purchased care homes were graded 2 (weak) in this theme and 27% (17) homes were graded 5 (very good) or 6 (excellent). No homes were awarded a grade of 1 (unsatisfactory). This is detailed in the chart below.¹



2.4. At Oct 2016 80% (8) directly provided care homes had received a grade of 3 or 4 for care and support. No directly provided care homes were graded 1 or 2 in this theme. 20% (2) homes were graded 5 or 6. This is detailed in the chart below



2.5. Overall purchased homes had a higher percentage of grades 5 or 6 whilst directly provided homes had a higher percentage of grades 3 or 4 for the theme of care and support.

¹ The Care Inspectorate have registered Moffat/McNeil Street as one service (Southside Dementia Services) and Bankhall Court/Annandale Street as one service (Southside Older Peoples Services). GCC Commissioning count them as separate services meaning that the number of inspections add up to 63 rather than 65.

- 2.6. No homes were awarded a grade of 1 or 2 across all themes. (10%) 6 homes were awarded a grade of 5 or 6 across all themes.
- 2.7. The voluntary sector received the biggest percentage of high grades (5s or 6s) for the theme of Quality of Care and Support (50%). This equated to 6 homes.

3. Challenges and Mitigating Action

- 3.1. Although the majority of the care homes in Glasgow continue to provide high standards of care a few have presented some issues.
- 3.2. Following a poor inspection report highlighting failings across all quality themes a Large Scale Investigation was initiated on one home. This has now been concluded and further adult support and protection activity is ongoing. The service has now moved to a managed moratorium. Current issues include:
 - Business assignment request. The provider made an application to assign their contract over to a new provider as part of an internal reorganisation. This was not completed following notification from the Care Inspectorate that the original company had been placed into administration. The contractual situation remains unresolved with ongoing discussion with legal services and senior management
 - Fire Safety within the service. Concerns have been raised following a recent fire caused by a resident smoking. Fire Scotland requested improvements following some poor practice during evacuation and with the current environment. Most of the requirements have now been met and the resident who started the fire, and others who have been assessed as being at higher risk, have been moved to a more appropriate service.
 - Theft. An AP1 was received following an allegation of theft from a resident's post office account, possibly involving a member of staff. Police Scotland are investigating.
- 3.3. One home has a moratorium in place which is unlikely to be lifted
- 3.4. There was a critical incident report following the death of a resident who fell down steps to a boiler room. The Health and Safety Executive are currently investigating.
- 3.5. Following a number of adult support and protection referrals, the decision was taken to review all the residents care and closely monitor the home's performance with care management colleagues.
- 3.6. Following multiple medication errors in another care home a decision was taken for commissioning to take forward an action plan with the home.

- 3.7. One home has been poorly performing and has received grades of 2/3/3/2/ in their latest Care Inspectorate inspection along with 10 requirements. Commissioning are monitoring the implementation of the action plan.
- 3.8. Three providers have requested assignation of contract to new providers following reorganization or sale of the business. These are under consideration by legal services and senior managers.
- 3.9. Two provided care homes closed in October resulting in the loss of 92 beds. All residents were relocated to other care homes, in almost all cases their first choice. Changes in the care home market including the introduction of the living wage along with costly environmental changes to meet current standards have made some services financially unsustainable. In these situations commissioning staff work closely with care management colleagues to identify appropriate alternative support arrangements and minimize disruption for the residents impacted.

4. National Review

- 4.1 A one-year National Care Home Contract (NCHC) settlement for 2016/17 was approved earlier this year, a condition of the settlement being that the contract is to be reviewed this year. A report to the Executive Committee of 28 April 2016 agreed a two stage increase in rates, with a 2.5% increase from 11 April 2016, and a further 4% increase from 1 October 2016. The increase in rates from 1 October 2016 meets the commitment to deliver the living wage for social care workers from that date, insofar as it relates to the care home sector.
- 4.2 The required review of the National Care Home Contract is currently under way, led by Scotland Excel who are working in conjunction with Cosla and local Partnerships across Scotland.
- 4.3 The review is progressing a number of work areas and includes the development of a 'cost of care calculator'. When finalised it is anticipated that it will provide a framework for establishing the ongoing costs of care home provision. At this stage it is unclear if the 'calculator' would be applied on a national or local Partnership basis. There is a risk that this may lead to expectations from the sector of further significant increases to the fee rates for care homes.
- 4.4 Recent tender activity involving the care home sector has highlighted significant concerns in respect of financial viability with one third of the applicant organisations failing the initial financial viability evaluation. The impact of failure within this sector was demonstrated in 2011 with the collapse of Southern Cross Group. Officers will continue with close monitoring and scrutiny of the sector in respect of financial stability.

5. Recommendations

5.1. The Integration Joint Board Finance and Audit Committee is asked to:

- a) Note the performance highlighted in this report; and,
- b) Note the measures being adopted by the Council to address performance issues, including further consideration of local commissioning of these services.