

Meeting: Adult Social Care and Health Overview and Scrutiny Sub-Board

Date: 17th April 2025.

Wards affected: All

Report Title: Residential and Nursing Care home overview.

When does the decision need to be implemented: Annual overview requested by Scrutiny Board.

Cabinet Member Contact Details: Cllr Hayley Tranter

Director/Divisional Director Contact Details: Report by Lee Baxter, Divisional Director, Adult Social Care. Sponsored by Director of Adults and Communities, Anna Coles.

1. Purpose of Report

1. To provide the Scrutiny Sub-Board with information regarding the current care home market.
2. This report serves as an overview of current performance including capacity and quality.

2. Reason for Proposal and its benefits

- 2.1 The information in this report is available to provide Members with assurance and an overview of this part of the external market within our health and social care system. It is important that we share its achievements and challenges.
- 2.2 This paper will support addressing the questions around quality and value for money.

3. Recommendation(s) / Proposed Decision

- 3.1 This is for information only.
- 3.2 For Members of the Board to note the contents of the report.
- 3.3 Officers to follow up any requirements from discussions or specific actions from the Board.

1. Introduction and summary

- 1.1 The care home market (in Torquay, Paignton and Brixham) is made up of 77 care homes, contracted by the Integrated Care Organisation ICO (on behalf of Torbay Council). The market is split into two main groups. Residential care homes (80%) and Nursing care homes (20%). The makeup of this market equates to 77% of the beds being for older people, 13% for people with a Learning disability and 10% specialising in mental health. Care homes are inspected by CQC as they provide regulated care. There is a reduction in provision for older people compared to last year. People's care can be funded in a number of ways; privately, by the local authority and/or the NHS (Funded Nursing Care towards those in Nursing placements, Continuing Health Care CHC funding for those who are eligible as per national guidance/framework or Section 117 aftercare (Joint funding with Mental Health commissioners). Some people living in care homes within Torbay may be funded from other LA's or NHS systems.
- 1.2 Under the Care Act 2014, the care home market is overseen by the Local Authority. In Torbay we have contracted the ICO (Torbay and South Devon NHS FT) to carry out some aspects of this including contracting, contract management and monitoring of capacity and quality. The ICO have the Delivery, Markets, Contract and Quality Team who build procedures and policies into the Care Home market.
- 1.3 Care Home beds are accessed following either an assessment in the community or as part of a discharge to assess model currently used for Hospital discharge. The assessment will indicate a level of need, this assessment may need a shared assessment between health and social care. This assessment will also determine funding responsibilities.
- 1.4 Follow up assessments will be maintained either at the point of annual review or at a point that the individuals needs have changed.
- 1.5 People living in a care home will be registered with a local GP and their health needs will be supported by the local NHS.
- 1.6 Torbay has a proven track record in supporting people to be discharged from hospital in a timely manner. Although the data is variable the Torbay Council footprint maintains a good level of performance around the % of people who do not meet the criteria to reside in hospital (6% combined with South Devon as at the 9th March 2025), and a close to 2 days average Time To Transfer (TTT) out of hospital across all pathways combined. This performance level is consistently better than other parts of the peninsula and has been sustained over the past 12 months.

- 1.7 Safe Care from a market management perspective involves ensuring the market is capable of providing appropriate and safe placements in our locality. Ensuring the sustainability and financial viability of services. The role of Safeguarding, QAIT and Contract management is to mitigate the risk to both the individuals themselves living within the sector from harm or neglect but also to protect the commissioning bodies (the LA, the NHS and other parties) of reputational and/or financial downturn potentially resulting in partial collapse or full closure of services. This would of course involve movement of clients to alternative provision, potentially negatively impacting their safety, health and welfare.
- 1.8 Our care home market has 3 care home rated as outstanding, 58 rated as good, 13 that require improvement and 3 that are currently not rated.
- 1.9 The Trust has a quality improvement team (QAIT) and work in a targeted way with providers to actively work with care homes to ensure improvements are monitored.

2. Overview of the market

- 2.1 The challenges we face are complex to solve and include:
- Increasing demand and complexity
 - Workforce

3. Financial Opportunities and Implications

- 3.1 There is risk within the care home market, as operating costs continue to rise. Strategic commissioners within the Council have commissioned an independent provider to review and evaluate current fee rates in the Torbay and to assist with the development of a fair and consistent fee structure across a range of different levels of care home provision. This is a key area of focus for our local transformation programme.
- 3.2 Torbay Council has a published Market position statement 20021-24 (that is currently being updated) that sets out to our providers our plan moving forward. The Three main approaches being 1. Increase use of Enabling housing-based models. 2. Increase the number of people maintaining the own independence (advice, guidance, voluntary/community support, use of equipment and/or tech to meet needs in the first instance). And thirdly (3) reduce the systemic use of residential care to meet social care needs by having a stronger focus on reablement to prevent or delay admission into long-term residential care.
- 3.3 Our risk share agreement with the NHS relies on us finding cost effective and sustainable ways to meet peoples care needs. The Council remains committed to working in a way that promotes well-being, independence and recovery.

4. Legal Implications

- 4.1 The council has a statutory duty around safeguarding for all, but clearly where there are high concentrations of vulnerable people attention must be paid to support in a proactive manner.
- 4.2 The Care Act 2014 places a duty on us to:

Facilitate a diverse, sustainable high-quality market for their whole local population and to promote efficient and effective operation of the adult care and support market as a whole. They must also ensure continuity of care in the event of provider failure.

5. Engagement and Consultation

- 5.1 Contract Management via the ICO will enable the Council to be assured that there is a strong relationship with Care Home Providers which sets clear expectations for both partners and the ability to hold each other to account regarding duties of care and sustainability. This work is designed to promote quality services in Torbay.

Over the previous 12 months 49 homes have had a face-to-face meeting with a Contract Manager. The remaining homes will be visited during 2025 and a schedule of meetings will be implemented based on a priority assessment by a value/risk matrix.

We have re-established a programme of market engagement sessions for different sectors of our care market including care homes. The most recent one was held in January 2025 and focused on national and local context. This included Financial and demographic pressures and set out our strategic aims.

6. Purchasing or Hiring of Goods and/or Services

- 6.1 Not applicable to this briefing.

7. Tackling Climate Change.

7.1 Not applicable for this briefing.

8. Associated Risks and other information

A large majority of these services have worked with the Council and ICO for many years; it would not be unreasonable to say that the majority have been caring for socially funded clients for the last 20 years. Although this can bring a wealth of knowledge to our area it also brings its challenges when it comes to progression, improvement and diversification of services to meet the current care and support needs of our local population. The Council's commissioning team work alongside the ICO to monitor, manage and supports these services to remain stable and to be constantly improving in the key areas of safety, quality of care and person-centred care delivery.

8.2 In line with our Market position statement we have further work to do shaping the market to meet future demand.

9. Equality Impacts - Identify the potential positive and negative impacts on specific groups

	Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
Older or younger people	X		
People with caring Responsibilities	X		
People with a disability	X		
Women or men			X
People who are black or from a minority ethnic background (BME) (Please note Gypsies / Roma are within this community)			X
Religion or belief (including lack of belief)			X
People who are lesbian, gay or bisexual			X
People who are transgendered			X
People who are in a marriage or civil partnership			X
Women who are pregnant / on maternity leave			X
Socio-economic impacts (Including impact on child poverty issues and deprivation)			X
Public Health impacts (How will your proposal impact on the general health of the population of Torbay)			X

10. Cumulative Council Impact

10.1 None

11. Cumulative Community Impacts

11.1 None

Updated by

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March 2025.