

Meeting: Policy Development and Decision Group **Date:** 28 June 2017

Wards Affected: All Wards

Report Title: Improving the quality of care homes provision in Torbay

Is the decision a key decision? No

When does the decision need to be implemented? N/A

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1. Introduction

- 1.1 Torbay Council Joint Commissioning Team and partners are working to support and improve the quality of care provided to residents of care home in Torbay. The council currently commissions the Torbay and South Devon NHS Trust to deliver adult social care in Torbay and the provision of placements in independent sector care homes are part of this agreement.
- 1.2 The NHS also commission placements for people in care homes with very high levels and complexity of need. People can also choose to self-fund a place in a care home.
- 1.3 Care homes are registered by CQC and can provide care with or without nursing. A variety of service users can live in homes from the ages of 18 to 65 for a great variety of reasons.
- 1.4 Torbay has the third highest rate of care homes and beds, per 10,000 population aged 65 and over, of Local Authorities in England. Torbay Council publishes an annual Market Position Statement which analyses supply of residential and nursing homes, against demand for care and the vision for integrated care in community settings rather than hospital beds.

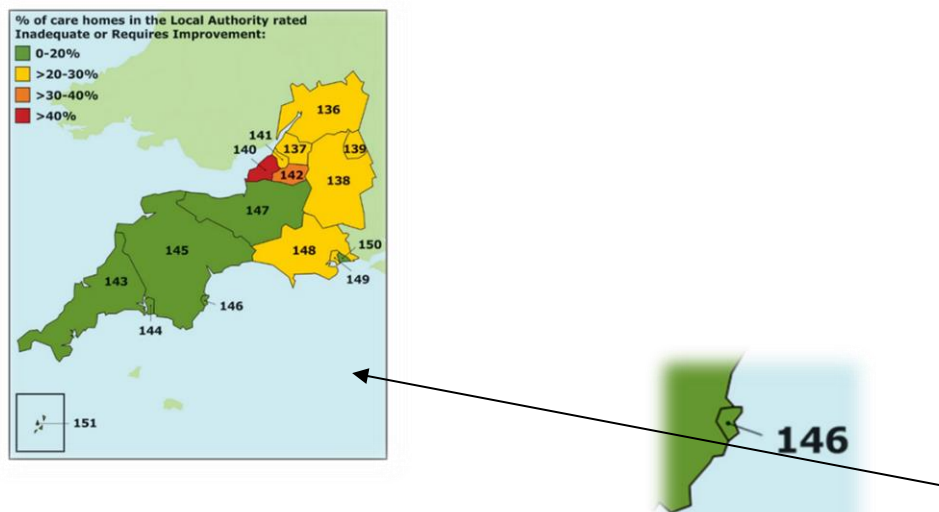
2. Update

- 2.1 There are currently 94 care homes in Torbay registered with the [Care Quality Commission](#) (15 care homes with nursing (624 beds) and 79 care homes without nursing (1,736 beds), 2,360 beds in total) of which the majority are rated good by CQC. ¹ Torbay now has 1 outstanding home, 13 requires improvement homes and 3 inadequate homes.

Type of care home	CQC grades at April 2017	No	%
Care Homes with and without nursing	Outstanding	1	1%
	Good	77	82%
	RI	13	14%
	Inadequate	3	3%

- 2.2 It is positive that since the last report one home has been rated as outstanding. One home has also been proactively decommissioned by Torbay Council and partners because of inadequate care and safeguarding concerns.
- 2.3 [Independent Age](#), a national organisation, recently visited Torbay to speak to care home managers at the May 17th Multi Provider Forum and noted that in comparison to the majority of local authorities in England the quality of care homes in Torbay is good.

Figure 1 Source Independent Age



¹ Source CQC April 2017

- 2.4 However the quality of nursing home provision in Torbay in particular is a concern. Of the 15 care homes with nursing in Torbay 25% or 5 are graded Requires Improvement (3) or Inadequate (2). On-going work is taking place with partners to support Torbay nursing homes in particular to improve, as well as any other Requires Improvement or Inadequate homes.
- 2.5 Quality of care in Torbay care homes is assured in a number of ways:
- 2.6 CQC (Care Quality Commission) inspect and rate care homes.
- 2.7 Torbay Council and the CCG commission Torbay and South Devon NHS Foundation Trust (TSDFT) to assess and review care plans, monitor quality of care homes, and support care home providers with service improvement planning. The Trust QAIT team are responsible for quality assuring the care homes market and they work closely with them to audit, support and improve these services collating information about the homes from across the health and care system. The QAIT team has been strengthened by the addition of practitioner experience: an additional Deputy Manager who is an Occupational Therapist, as well as an additional post of a nurse.
- 2.8 Torbay Healthwatch, an independent consumer champion in health and care, also has statutory powers to enter and view care homes. Torbay Healthwatch have an Enter and View team which visits the homes. Healthwatch also have all Torbay care homes linked into their Rate and Review system. Link here <http://healthwatchtorbay.org.uk/services/?filter=social-care>. Whenever homes are visited by CQC Healthwatch are consulted. Healthwatch also link their information into the TSDFT QAIT team oversight mechanisms so that issues can be raised quickly and appropriately.
- 2.9 One element of the activity to improve care home quality is that it has been agreed that Local Authority commissioners work with members, Healthwatch, care home providers, residents and carers to develop a Torbay Residents Charter, using CQC information on standards and other information to identify what good care home should be like in Torbay.
- 2.10 Following on from a session at the recent Torbay Council run Multi Provider Forum at which Independent Age and the national [Relatives and Residents Association](#) discussed with Care Home managers Residents Rights and what makes a good care home, a project has started to develop a Torbay specific Residents Charter with funding from Arts Council England and Heritage Lottery Fund's Great Place Scheme award to Torbay, as well as funding from the Joint Commissioning Team.
- 2.11 Torbay Council Joint Commissioning Team are partnering with the Torbay Culture Board Programme Lead and the Torbay Arts and Culture Network to work with a range of residents and other stakeholders of care homes to produce a Torbay specific Care Home Residents Charter. Healthwatch, Councillors and other key stakeholders will be involved in this project. The target date to complete the project is by October 2017.

2.12 Prior to completion of this project a national Relatives and Residents [leaflet](#) setting out care homes' responsibilities to residents under the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 has already been circulated to all homes.

3. Recommendation

3.1 That the report be noted.