

**Meeting:** Joint Commissioning Team  
Policy and Development Group

**Date:** 28 November 2016

**Wards Affected:** Torbay Local Authority Area

**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. Proposal and Introduction

- 1.1 There are currently 98 care homes in Torbay registered with the [Care Quality Commission](#) (18 care homes with nursing and 80 care homes without nursing, 2,409 beds in total) of which the majority are rated Good by CQC.<sup>1</sup>
- 1.2 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. Reason for Proposal

- 2.1 Quality of care in Torbay care homes is assured in a number of ways:
  - CQC (Care Quality Commission) inspection and rating of homes.
  - Torbay Council and the CCG commission Torbay and South Devon NHS Foundation Trust (TSDFT) to assess and review care plans, monitor quality and support care home providers with service improvement planning.
  - Healthwatch, the national consumer champion in health and care, has statutory power to enter and view care homes.

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<sup>1</sup> Source CQC and Torbay and South Devon NHS Trust data for August/September 2016

- 2.2 Nationally a very small minority of care homes are currently rated 'outstanding' by CQC (1%). Currently there are no care homes in Torbay with an 'outstanding' rating.
- 2.3 Benchmarking of Torbay's care home market performance against the rest of England shows that Torbay's care homes have a similar CQC performance grading pattern to the rest of England, however there are no homes with an overall outstanding grading. 2 care homes (2% of the market) are currently rated 'inadequate' and 11 are graded 'requires improvement' (12% of the market) - October 2016 - source CQC.

<b>CQC New inspection ratings grading system (CQC inspection methodology and grading changes were implemented in October 2014) – care homes grades Sept 2016</b>				
<b>Grade</b>	<b>No England*</b>	<b>% England</b>	<b>No Torbay**</b>	<b>% Torbay</b>
Outstanding	112	1%	0	0%
Good	9123	59%	56	61%
Requires Improvement	3142	20%	11	12%
Inadequate	277	2%	2	2%
Not rated yet	133			
Old ratings	1533	10%	23	25%
<b>Total</b>	<b>15377*</b>		<b>92</b>	

\* source CQC website Oct 4th 2016 <http://www.cqc.org.uk/>

\*\* source Torbay and South Devon NHS Trust CQC Sept 2016 care home list gradings Oct 4<sup>th</sup> 2016

- 2.4 Laing and Buisson note that a 50 bed care home model is the most economic. The Torbay market however has smaller, older homes often run by sole traders. A more mixed economy of care would be more sustainable.
- 2.5 There is an opportunity to encourage care homes to collaborate in order to share overheads and workforce development initiatives.
- 2.6 Over the last decade average length of stay in homes has reduced and intermediate, short term reablement care is provided from some care home beds, as well as in people's own homes.
- 2.7 There are opportunities for work with the CCG and TSDFT to develop a more co-ordinated joint workforce development strategy aimed at supporting care homes and other providers to change their services to play a key role in the new model of care health and social care.
- 2.8 Torbay care homes and partners can learn from national vanguards focused on improving care homes, as well as from nearby local outstanding care homes.
- 2.9 Commissioners' engagement with providers will develop further and involve providers in the development of the Multi Provider Forum and other engagement activities.

- 2.10 Torbay Council and partners aspire to develop an outcomes based framework for care homes. The views of residents, carers and local communities can shape quality discussions.
- 2.11 Care Homes are key partners in the health and social care system and improvements to quality assurance systems for these providers need to be considered alongside changes to the quality assurance system for independent sector adult social care providers as a whole, so that all sectors are considered together as part of one system of care.
- 2.12 A recent serious case review highlights a number of recommendations to improve quality assurance of homes and early alert to poor quality standards. Torbay Council commissioners are working closely with the CCG and TSDFT to implement an action plan following this review.

### **3. Recommendation(s) / Proposed Decision**

- 3.1 That Local Authority Commissioners work with members, Healthwatch, care home providers, residents and carers to develop a residents charter, using CQC information on standards and other information to identify what good care home should be like in Torbay.