

North Somerset Council

REPORT TO THE ADULT SERVICES AND HOUSING POLICY AND SCRUTINY PANEL

DATE OF MEETING: 27 JULY 2017

SUBJECT OF REPORT: NORTH SOMERSET CARE HOME MARKET

TOWN OR PARISH: ALL

OFFICER/MEMBER PRESENTING: GERALD HUNT HEAD OF COMMISSIONING

KEY DECISION: NO

RECOMMENDATIONS

That the Panel consider the overview report of the Care Home Sector in North Somerset.

1. SUMMARY OF REPORT

To update the panel on issues of capacity and quality relating to the current care home market for North Somerset.

2. POLICY

The Care Act 2014 places a statutory duty on the council to:

- Meet the care and support needs of an adult and the support needs of a carer, when a care provider cannot because of business failure.
- Ensure that a person does not experience a gap in the care they need as a result of provider failing.
- Promote diversity and quality in the market of care.

3. DETAILS

North Somerset has a substantial care home market, traditionally one of the largest per capita in the country particularly for nursing provision.

However in the last two years the number of care homes has fallen from 112 to 105, with the CQC registered beds falling by 158 to 2952. There are currently three further closures in chain which will further reduce bed capacity. The Commissioning service is currently working with these care homes to ensure an orderly and safe transfer of service. In addition, shorter term restrictions on capacity can occur from enforcement notice by CQC and or NSC contract compliance and Safeguarding services. This has led to a significant reduction in the bed base where care homes are closed to new admissions. This has been particularly pertinent for dementia services, as several homes have struggled to deliver

quality services and faced CQC or NSC suspension. In total during the last twelve months, fifteen services have required a whole home safeguarding procedure, albeit that may not have automatically led to a suspension of placements.

Additionally the market has been influenced by a growing number of out of district placements from neighbouring authorities or authorities experiencing more acute capacity issues. For example, Bristol City Council has over 140 placements in North Somerset.

Despite the increasing pressures on supply, North Somerset is continuing to place effectively without significant delay in placements and continues to meet its Care Act responsibilities for the market, whilst retaining financial discipline on placing at our published fee levels. Specialist needs for Learning Disabilities may require additional funding relating to the individual care package and to meet specialist need or meet a local identity. North Somerset Council has 138 placements across the UK.

A handful of beds are also purchased via the council's brokerage service on the behalf of North Somerset CCG to support the Acute sector with effective discharge arrangements, these are short term placements; in total there are approximately 100 short term beds purchases including short term beds for clients awaiting domiciliary care packages and the current cohort of enablement beds, aimed at reducing the reliance on long term care home placements.

Currently North Somerset has 721 long-term residential bed placements and 360 nursing beds. With the addition of CCG beds purchased through the council's brokerage service, the public funded beds in North Somerset represents approximately 50 per cent of the market. The rest are described as self-funding.

Quality Assurance

As previously referenced North Somerset has seen a higher level of activity with regard to closures and regulatory intervention. In the last year, 15 care home services have been subject to a Whole Home Safeguarding process, where concerns with the service have escalated to a heightened level of scrutiny and review of performance from contract compliance and Safeguarding teams. The Council has comprehensive experience of supporting services with quality issues and in the last resort with ensuring a safe and effective closure process for services subject to closure. The service also works closely with CQC and Health colleagues on early warning and identification of themes of concern.

CQC Performance 2016/17

North Somerset Homes CQC Outcomes

	Outstanding	Good	Requires Improvement	Inadequate
English average	2%	64%	28%	6%
North Somerset	1.92%	53.85%	38.46%	5.77%

Care home outcomes from CQC inspections is broadly in line with national performance for care homes, although there are less services ranked good and correspondingly more requiring improvement.

Care Home Monitoring

There are a range of actions in relation to contract performance: breaches, defaults, Placing with Caution and Suspensions, and the determination of the contract response in those circumstances will depend on the gravity and persistency of the issues identified. This can range from a response of a material Breach/Default Notice to legal action including termination of the contract. The process of escalation will always include a series of escalated performance meetings with the provider about their improvement plans to include an expected detailed action plan from the providers and the regular/frequent reviewing of their progress by the contracts team whilst concerns are ongoing whilst considering all information from parties involved in the services.

In order to monitor performance and ensure early identification of concerns particularly leading to market failure, there is a proactive approach of constant monitoring of intelligence from a number of sources including families, services users, providers own QA processes, financial audits and GP's health and social care professionals, as well as the Contract Compliance Team whose role is to monitor and assess the quality of services. All care homes are inspected once a year containing announced and unannounced visits, whilst proactive support is offered to services identified as requiring improvement.

The service also responds to all CQC or safeguarding concerns raised and escalate contract matters as required.

All actions and information in relation to Cautions and Suspension are shared with local risk summits and other health and social care commissioners as well as the Brokerage Service to include self-funders. This ensures we make the safest possible placements we can for people.

Resources

The council commissions over £40million of care home placements and needs to balance financial value for money with ensuring financial sustainability for the sector. The care sector has been challenged by the years of austerity in local government funding and more recently by the challenge of recruitment in the care sector (particularly for nurses) and the implementation of National Living Wage increases and other pay related changes to pensions and Apprenticeship levies. In the last two years North Somerset has responded to the sector with co-produced modelling of the National Living Wage implications which have seen rises of 4.5 and 3 per cent respectively on the base fee. These increases have in part been funded via the Better Care Fund which has prioritised stability of the care market as its priority.

Non-financial support has been offered in areas of training and development and more recently the Proud to Care initiative and the North Somerset Online Directory will support a recruitment portal for care providers which is seen as vital to support both care home and domiciliary care providers address the challenging recruitment issues the care sector faces.

Despite this North Somerset retains a competitive commissioning position with neighbours, as data on the average placement by category for all over-65 year old placements

Benchmarking

Average costs of placements made in 2015/16 for 65 years or older

Authority	£
Residential Placements	
North Somerset	487
Bath City	781
South Gloucestershire	691
Bristol City	689
South West	606
Nursing Placements	
North Somerset	548
Bath City	880
South Gloucestershire	585
Bristol City	650
South West	648

4. CONSULTATION

There are no consultation issues associated with this information report

5. FINANCIAL IMPLICATIONS

There are no specific financial issues associated with this report.

6. RISK MANAGEMENT

The risks associated with care home capacity and quality are mitigated by the actions outlined in this report. Care home capacity and quality have gained increasing national attention and will continue to be prioritised to ensure the Care Act responsibilities are maintained.

7. EQUALITY IMPLICATIONS

The care home market supports the needs of a range of vulnerable groups and changes to resources or policy are supported by an Equality Impact Assessments, however as a paper for information this is not required for this purpose.

8. OPTIONS CONSIDERED

Not applicable

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BACKGROUND PAPERS

N/A