



Doncaster Council

Report

Date: 14th March 2018

To the Chair and Members of the Health and Adult Social Care Committee

The Care Quality Commission (CQC) Inspection and Regulation of Adult Social Care

Relevant Cabinet Member(s)	Wards Affected	Key Decision
All	All	No

EXECUTIVE SUMMARY

1. This report compares the published Care Quality Commission (CQC) ratings as at 19th January 2018 comparing Doncaster performance with national and regional averages.

In addition, the report outlines any current contract monitoring activity that is supporting providers with inadequate ratings.

EXEMPT REPORT

2. No

RECOMMENDATIONS

3. That the report is noted and that future reports comparing Doncaster providers' performance and contract monitoring activity will be presented.

WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

4. The CQC ratings for Adult Social Care (ASC) provision within the Doncaster Borough demonstrate a largely positive picture with Doncaster generally comparing favourably to both national and regional benchmarks.

BACKGROUND

5. The findings within this report derive from the performance information provided directly by the CQC extracted from the CQC database and relate to published CQC ratings for Adult Social Care services as at 19/01/2018.

- 5.1 The content and organisation of the data is determined by the CQC. Consequently the national comparative data does not differentiate between types of care provision. However, we have worked with the CQC and adapted the format of the data to provide greater intelligence. So that the Yorkshire and Humberside comparative data and South Yorkshire sub-data, differentiate performance between residential, nursing and community based services. This is clearly set out in the table descriptions.

COMPARATIVE DATA

6. Table 1 - The number, percentage and outcome of all active Adult Social Care Services by CQC Region.

Number of Active Rated Locations, by Latest Overall Rating						
Location Region	Outstanding	Good	Requires improvement	Inadequate	No published rating	Total Active Locations
East Midlands	34	1,656	341	20	375	2,426
	(1.4%)	(68.3%)	(14.1%)	(0.8%)	(15.5%)	(100%)
East of England	43	1,992	340	49	451	2,875
	(1.5%)	(69.3%)	(11.8%)	(1.7%)	(15.7%)	(100%)
London	27	1,852	400	26	646	2,951
	(0.9%)	(62.8%)	(13.6%)	(0.9%)	(21.9%)	(100%)
North East	23	794	165	11	131	1,124
	(2.0%)	(70.6%)	(14.7%)	(1.0%)	(11.7%)	(100%)
North West	48	1,920	569	83	419	3,039
	(1.6%)	(63.2%)	(18.7%)	(2.7%)	(13.8%)	(100%)
South East	122	3,146	673	54	619	4,614
	(2.6%)	(68.2%)	(14.6%)	(1.2%)	(13.4%)	(100%)
South West	97	2,153	458	37	343	3,088
	(3.1%)	(69.7%)	(14.8%)	(1.2%)	(11.1%)	(100%)
West Midlands	37	1,962	430	45	431	2,905
	(1.3%)	(67.5%)	(14.8%)	(1.5%)	(14.8%)	(100%)
Yorkshire and The Humber	27	1,530	459	42	302	2,360
	(1.1%)	(64.8%)	(19.4%)	(1.8%)	(12.8%)	(100%)
Total	458	17,005	3,835	367	3,717	25,382
	(1.8%)	(67.0%)	(15.1%)	(1.4%)	(14.6%)	(100.0%)

NB - Percentages may not total 100 due to rounding

- 6.1 The table shows that Yorkshire & The Humber have the highest percentage of providers that requires improvement and are below average on good or outstanding.

7. Table 2 - The number, percentage and outcome of all active Adult Social Care Services by South Yorkshire Authorities.

Number of Active Rated Locations, by Latest Overall Rating						
Location (District Level)	Outstanding	Good	Requires improvement	Inadequate	No published rating	Total Active Locations
Barnsley	1	53	28	1	21	104
	(1.0%)	(51.0%)	(26.9%)	(1.0%)	(20.2%)	(100.0%)
Doncaster	1	90	20	1	21	133
	(0.8%)	(67.7%)	(15.0%)	(0.8%)	(15.8%)	(100.0%)
Rotherham	2	90	23	1	19	135
	(1.5%)	(66.7%)	(17.0%)	(0.7%)	(14.1%)	(100.0%)
Sheffield	1	133	40	5	38	217
	(0.5%)	(61.3%)	(18.4%)	(2.3%)	(17.5%)	(100.0%)
Total	5	366	111	8	99	589
	(0.8%)	(62.1%)	(18.8%)	(1.4%)	(16.8%)	(100.0%)

NB - Percentages may not total 100 due to rounding

- 7.1 The table shows that Doncaster has the highest percentage of providers who are rated as good and the lowest percentage who requires improvement when compared against the District Level.

8. Table 3 - The number, percentage and outcome of Community Adult Social Care Services by South Yorkshire Authorities.

Number of Active Rated Locations, by Latest Overall Rating						
Location (District Level)	Outstanding	Good	Requires improvement	Inadequate	No published rating	Total Active Locations
Barnsley	0	15	6	1	10	32
	(0.0%)	(46.9%)	(18.8%)	(3.1%)	(31.3%)	(100.0%)
Doncaster	0	24	8	0	12	44
	(0.0%)	(54.5%)	(18.2%)	(0.0%)	(27.3%)	(100.0%)
Rotherham	1	21	6	0	17	45
	(2.2%)	(46.7%)	(13.3%)	(0.0%)	(37.8%)	(100.0%)
Sheffield	0	46	17	2	33	98
	(0.0%)	(46.9%)	(17.3%)	(2.0%)	(33.7%)	(100.0%)
DMBC contracted providers	0	18	6	0	4	28
	(0.0%)	(64.3%)	(21.4%)	(0.0%)	(14.3%)	(100.0%)
Total	1	124	43	3	76	247
	(0.4%)	(50.2%)	(17.4%)	(1.2%)	(30.8%)	(100.0%)

8.1 The table shows Community Services which consists of domiciliary, supported living and extra care services.

8.2 To provide a further comparison on the Doncaster community services, we have included DMBC contracted community services.

8.3 The table shows that whilst DMBC does not have any services rated as outstanding they do have the highest percentage who are rated as good.

8.4 They also have the highest percentage who are rated as requires improvement, with one recently being inspected and found to be good. One has an embargo in place and the other 4 are actively being worked with to help improve their services.

9. Table 4 - The number, percentage and outcome of Residential & Nursing Care Homes in Adult Social Care Services by South Yorkshire Authorities.

Number of Active Rated Locations, by Latest Overall Rating							
Location (District Level)	Type of home	Outstanding	Good	Requires improvement	Inadequate	No published rating	Total Active Locations
Barnsley	Nursing	0	9	6	0	4	19
		(0.0%)	(47.4%)	(31.6%)	(0.0%)	(21.1%)	(100.0%)
	Residential	1	29	16	0	7	53
		(1.9%)	(54.7%)	(30.2%)	(0.0%)	(13.2%)	(100.0%)
Doncaster	Nursing	0	14	4	0	7	25
		(0.0%)	(56.0%)	(16.0%)	(0.0%)	(28.0%)	(100.0%)

	Residential	1	52	8	1	2	64
		(1.6%)	(81.3%)	(12.5%)	(1.6%)	(3.1%)	(100.0%)
Rotherham	Nursing	0	17	5	1	2	25
		(0.0%)	(68.0%)	(20.0%)	(4.0%)	(8.0%)	(100.0%)
	Residential	1	52	12	0	0	65
		(1.5%)	(80.0%)	(18.5%)	(0.0%)	(0.0%)	(100.0%)
Sheffield	Nursing	1	25	17	2	2	47
		(2.1%)	(53.2%)	(36.2%)	(4.3%)	(4.3%)	(100.0%)
	Residential	0	62	6	1	3	72
		(0.0%)	(86.1%)	(8.3%)	(1.4%)	(4.2%)	(100.0%)
Total	Nursing	1	65	32	3	15	116
		(0.9%)	(56.0%)	(27.6%)	(2.6%)	(12.9%)	(100.0%)
	Residential	3	195	42	2	12	254
		(1.2%)	(76.8%)	(16.5%)	(0.8%)	(4.7%)	(100.0%)

9.1 The table provides a breakdown of Nursing and Residential across the District Levels.

9.2 There is no need to provide a comparison for DMBC contracted providers as all of the providers included in the Doncaster ratings hold a contract with DMBC.

9.3 Doncaster now has a residential home that has achieved an outstanding rating by CQC.

9.4 The figures show that our residential homes achieve above average on being rated as good. Whilst only above half of our nursing homes are achieving good there are a high number that have no published ratings which could have an impact on this result.

9.5 Doncaster does have the lowest number of nursing homes that CQC rate as requiring improvement and our residential homes are close to the lowest.

9.6 Doncaster does show to have the highest percentage of residential home rated as inadequate but this does equate to only one home and that home has no residents and is under a notice of decision by CQC.

9.7 Doncaster Council Current Contract Monitoring and Improvement Activity supporting providers with inadequate ratings.

9.8 Residents who did reside at the inadequate home were supported to find alternative accommodation of their choice.

9.9 The tables show there are 20 Doncaster Adult Social Care Services rated as requires improvement, 18 of those have a contract with DMBC. To support those services in improving they have all received some level of contract monitoring and improvement activity.

9.10 To provide some context to the level of support carried out since April 2017

there have been 16 audits undertaken with 81% of them being carried out after the CQC ratings publication date and 62 response or follow up visits carried out with those 18 Social Care Services.

OPTIONS CONSIDERED

10 None applicable

REASONS FOR RECOMMENDED OPTION

11 None applicable

IMPACT ON THE COUNCIL'S KEY OUTCOMES

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	Outcomes	Implications
	<p>All people in Doncaster benefit from a thriving and resilient economy.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Creating Jobs and Housing</i> • <i>Mayoral Priority: Be a strong voice for our veterans</i> • <i>Mayoral Priority: Protecting Doncaster's vital services</i> 	<p>Quality social care provision is a component of a thriving and resilient economy</p>
	<p>People live safe, healthy, active and independent lives.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Safeguarding our Communities</i> • <i>Mayoral Priority: Bringing down the cost of living</i> 	<p>Quality social care provision promotes safeguarding and independence</p>
	<p>People in Doncaster benefit from a high quality built and natural environment.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Creating Jobs and Housing</i> • <i>Mayoral Priority: Safeguarding our Communities</i> • <i>Mayoral Priority: Bringing down the cost of living</i> 	<p>Quality social care provision promotes a strong and consistent workforce, that results in a value service for the people of Doncaster</p>
	<p>All families thrive.</p> <ul style="list-style-type: none"> • <i>Mayoral Priority: Protecting Doncaster's vital services</i> 	<p>Quality social care provision support families to thrive.</p>
	<p>Council services are modern and value for money.</p>	

	Working with our partners we will provide strong leadership and governance.	The Council works well with CQC, CCG and other professional colleagues to promote and develop quality social care provision.
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RISKS AND ASSUMPTIONS

- 13 The generally positive CQC ratings for social care provision within the Doncaster Borough when compared with national and regional data derive from a pro-active contract monitoring and management function within the Council. It is assumed that the Council will want to continue investing at current levels in view of the generally favorable outcomes achieved

LEGAL IMPLICATIONS

[Officer Initials: ND Date: 01/03/2018]

- 14 There are no specific legal implications associated with this report. The Council includes Contract Monitoring provisions within its adult social care services contracts and this service has a vital role to play in improving care standards of providers and ensuring that appropriate services are provided to Doncaster's service users.

FINANCIAL IMPLICATIONS

[Officer Initials: PW Date: 19/02/2018]

- 15 There are no financial implications arising directly from this report.

HUMAN RESOURCES IMPLICATIONS [Officer Initials: KW Date: 09/02/2018]

- 16 There are no Human Resources Implications.

TECHNOLOGY IMPLICATIONS

[Officer Initials: ET Date: 08/02/2018]

- 17 There are no direct technology implications in relation to this report.

PROCUREMENT IMPLICATIONS [Officer Initials: HW Date: 02/03/2018]

- 18 There are no Procurement implications

EQUALITY IMPLICATIONS

[Officer Initials: T D-K Date: 23/01/2018]

- 19 There are no specific equalities implications contained within this report.

HEALTH IMPLICATIONS

[Officer Initials: VJ Date: 02/03/2018]

- 20 Health and Social Care Service contributes to 25% of factors that can determine the health status of population. The quality of social care services in Doncaster, as per Care Quality Commission report has implication on the health of the residents in care homes. It is good to note the rating of care homes that are considered "Outstanding or good". On-going monitoring and support for those considered to be "Requiring Improvement or Inadequate" is required.

CONSULTATION

21 Not applicable

BACKGROUND PAPERS

22 CQC - 20180119 ASC and PMS Ratings and Breaches for SYorks and Regions IR10423 v2

REPORT AUTHOR & CONTRIBUTORS

Ian Campbell, Head of Service for Adults Commissioning and Contracts

Phone: 01302 732238 Email: Ian.Campbell@doncaster.gov.uk

Contributor: Tracey Davill-Kellett, Deputy Contract Manager for Contracts Team

Phone: 01302 552858 Email: Tracey.Davill-Kellett@doncaster.gov.uk

Damian Allen
Director of People
Learning and Opportunities: Children and Young People / Adult Health & Wellbeing Directorates