

Wiltshire Council

Cabinet

19 April 2016

Subject: Wiltshire Council direct provision – CQC registered care services for adults

Cabinet member: Councillor Keith Humphries – Public Health, Protection Services, Adult Care and Housing

Key Decision: No

Executive Summary

The Care Quality Commission (CQC) is the independent regulator of health and social care services in England. The Health and Social Care Act 2008 established CQC, and sets out their powers to regulate health and social care services and to take enforcement action. Certain services must be registered with the CQC and demonstrate that they meet legal requirements, and the CQC ensures through visits that those services continue to meet legal standards. All services regulated must comply with the law, but in particular, they must comply with the Health and Social Care Act 2008 and the Regulations made under it, which are the Care Quality Commission (Registration) Regulations 2009 and the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Wiltshire Council Adult Social Care externally commission placements in registered care services for all our customer groups (older people, adults with dementia, physical disabilities, and learning disabilities). It is also a direct provider of services for adults with learning disabilities which are delivered within, and managed by, adult care operations.

CQC requires that residential services for people with personal care needs (provision of care accommodation and care at home), are registered and must meet a set of essential standards in order to be compliant within the legislation. Note that day services provided by the Council are currently not required to be registered.

This report briefs cabinet members on a CQC inspection of the directly provided registered services. It confirms that they are compliant with essential standards which are in place to ensure that Wiltshire Council delivers quality services.

These services recently received inspections from the CQC rating them as "Good". Those inspected were the Short Breaks provisions in Chippenham

and Salisbury, and the county wide Shared Lives provision, (known as Adult Placement at the time of the inspection.)

The short breaks and shared lives services were all rated as good overall. Out of the sixteen themes the following five were inspected all of which received a good rating:

- Is the service safe?
- Is the service effective?
- Is the service caring?
- Is the service responsive?
- Is the service well-led?

This report assures members of the work we are doing within Wiltshire to deliver a well regarded service.

Proposal

That Cabinet notes the key outcomes of the CQC inspections in relation to the Council run registered services. Acknowledges the input of the staff, required in order to achieve such positive outcomes, giving assurance to the Council that quality services are being provided to Wiltshire residents.

Reason for Proposal

To ensure that Cabinet is aware of the high quality of service provision being delivered by the Council's Adult Care directly provided registered services.

Maggie Rae
Corporate Director

Wiltshire Council

Cabinet

19 April 2016

Subject: Wiltshire Council direct provision – CQC registered care services for adults

Cabinet member: Councillor Keith Humphries – Public Health, Protection Services, Adult Care and Housing

Key Decision: No

Purpose of Report

1. The Care Quality Commission (CQC) is the independent regulator of health and social care services in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and they encourage care services to improve. They monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and they publish their findings, including performance ratings, to help people choose care. All services regulated must comply with the law; in particular, they must comply with the Health and Social Care Act 2008, and the Regulations made under it which are the Care Quality Commission (Registration) Regulations 2009 and Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.
2. Wiltshire Council Adult Social Care externally commissions placements in registered care services for all our customer groups (older people, adults with dementia, physical, and learning disabilities). It is also a direct provider of services for adults with learning disabilities. The directly provided services are delivered within, and managed by, adult care operations. CQC requires that residential services for people with personal care needs (provision of care accommodation and care at home), are registered and must meet a set of essential standards in order to be compliant within the legislation. Note that day services provided by the Council are currently not required to be registered.
3. This Cabinet report briefs members on the registered services that are directly provided. The report confirms that all services are compliant against essential standards and informs on the management systems which are in place, and the input by staff, to ensure that Wiltshire Council leads the way in terms of delivery of quality services. This report assures members of the work we are doing within Wiltshire to deliver a well regarded service.

Relevance to the Council's Business Plan

4. These registered services support the Council's business plan by delivering high quality support to both customers and their carers enabling customers to remain in their family home for as long as possible, and as part of their communities.
5. In addition, the services also provide valuable emergency support for vulnerable adults within the safeguarding process.

Main Considerations for the Council

6. The services referred to in this cabinet paper have recently received inspections from the Care Quality Commission (CQC) who rated them as "Good". Services inspected included the Short Breaks provisions in Chippenham and Salisbury, and the county wide Shared Lives provision. Shared Lives was known as Adult Placement at the time of the CQC inspection.
7. The short breaks and shared lives services were all rated as good overall.

The CQC applies the following ratings:

- Outstanding: The service is performing exceptionally well.
- Good: The service is performing well and meeting our expectations.
- Requires improvement: The service isn't performing as well as it should and we have told the service how it must improve.
- Inadequate: The service is performing badly and we've taken action against the person or organisation that runs it.

Out of the sixteen themes the following five were inspected all of which received a good rating:

- Is the service safe?
- Is the service effective?
- Is the service caring?
- Is the service responsive?
- Is the service well-led?

8. The cabinet is asked to acknowledge the consistently good practice of these well regarded services. This is reinforced by the customer feedback included in Appendix 1, page 46

Background - Services directly provided by Wiltshire Council

9. Directly provided registered adult learning disability services:
 - (i) Wiltshire Adult Placement (Shared Lives) Service offers long-term support to people who are unable to live independently in their own home but would like to live with other people in a family orientated setting. The service also offers short-term 'respite'

placements for those whose family or carers may require a break. For examples of people who use the service (see Appendix 1, page 45).

- (ii) Short Breaks provide respite for adults with learning disabilities (mainly living in their family home) are provided in three locations across the County; Chippenham (Derriads and Meadow Lodge), Devizes (Bradbury Manor) and in Salisbury (Bradbury House).
10. Short Breaks are provided as part of a package of care to support adults with learning disabilities. A matrix is used to allocate the number of respite weeks/ days according to their need which they book at times to suit them. Pen pictures of people who use respite services are attached at Appendix 1, pages 42-44.
11. Emergency beds are provided within these services which are used in particular to support adults with learning disabilities following family breakdown or housing crisis or for a short time whilst a longer term accommodation solution with support is sourced. This is a key part of avoiding out of county and costly placements in an emergency. Pen pictures of people who have used emergency beds are attached at Appendix 1, page 42-44.
- (i) Chippenham has two separate services that have eight bedrooms in total, four bedrooms each at Meadow Lodge (a house) and Derriads (an adapted bungalow). There is one registered manager across both, each is inspected separately, by CQC.
 - (ii) BradburyHouse is a fully adapted modern single storey property in Old Sarum, Salisbury, registered to support ten people with varying needs. Within the design it has a separated self-contained area with two bedrooms that can support emergency placements or people whose behaviour may be challenging. There is one registered manager for this building.

CQC Regulatory requirements

12. Each registered service, by law must have a suitable person registered as a manager for that service, legally known as the “Registered Manager”. Staff in these roles are employed by the Council but approved via a regulatory application and interview with CQC. Registered Managers are responsible for the delivery of the service in accordance with regulatory requirement and good practice.
13. Wiltshire Council as the “owner” of these services has to appoint a “Responsible Individual” – a legal title and the holder of this role (currently James Cawley, Associate Director - Adult Care Commissioning, Safeguarding and Housing) is personally and professionally as well as organisationally responsible for the delivery of the service in accordance with regulatory requirement and good practice. The holder of this role is also interviewed and must be approved by CQC.

14. The regulations are highly detailed and set out requirements whereby CQC must be notified of key events so that they can ensure they are being dealt with in accordance with law and regulation. Such events will include:
 - A safeguarding alert (this could include a disciplinary matter with a staff member)
 - A significant complaint about the service
 - The significant illness of a resident or accident or death of a resident or service user
 - An accident or death of a member of staff if it occurs on the premises or whilst working with residents or service users
 - The absence of the registered manager or responsible individual for more than a month if that person is sick or absent from work for any other reason
 - Failure to deliver any one of the minimum standards required for quality service delivery
 - Any incident where the Police are involved
15. It is also expected that the “Responsible Individual” undertakes directly or delegates the undertaking of regular quality audits at each of the premises and services, this currently happens at least four times a year. The outcome of these audits is reported back to CQC. In Wiltshire these are undertaken by the Associate Director - Adult Care Commissioning, Safeguarding and Housing, the Associate Director – Adult Care Operations, the Head of Service Operations, the County Manager of Learning Disability Provider Services and the Manager of the Shared Lives Service.
16. CQC will undertake annual visits at care homes and the main registered premises for the delivery of supported living and shared lives schemes. An extract of CQC feedback on each of these registered services is attached at Appendix 1, pages 1 to 41 and we believe that this, together with the rigorous and robust audit and management of the service, provides evidence for Members that a quality service is being delivered.

Overview & Scrutiny Engagement

17. Compliance – It is noted that all services are fully compliant against CQC essential standards of quality and safety. See Appendix 1, pages 1 to 41 - Key outcomes from recent inspections.

Safeguarding Implications

18. A key part of the business of adult social care is in managing risk and in supporting others to be as independent as possible whilst managing the inherent risks as part of their vulnerability.
19. The prime aim is to support customers to be as independent as possible whilst ensuring that they remain safe and that they and their families have confidence in the quality of care delivered. In order to deliver this our staff

have to be well trained and all participate in the adult social care induction programme so they see the value of their work in relation to the wider adult social care responsibility.

20. They also undertake mandatory training on
 - Safeguarding vulnerable adults (and children) and information on how to assess and refer / alert on a safeguarding issue
 - First Aid, Food Hygiene Manual Handling
 - Common induction standards specific for staff working with people with a learning disability.
21. The emphasis on all training is for staff to work in a person-centred way and also includes full induction in managing risk for individuals, understanding/ familiarisation with many of the different health issues and disabilities which are particular to their customer group.
22. All staff receive regular one to one supervision from their line manager and annual appraisal.
23. Quarterly quality audit visits assess delivery of the service against nationally agreed minimum standards for delivery, as regulated by CQC, as well as Wiltshire management and quality assurance requirements. There is feedback on the outcomes of these audits with each registered manager and they are reviewed during the subsequent audit to ensure that any issues raised in the previous visit have been addressed.

Public Health Implications

24. There are no direct public health implications.

Procurement Implications

25. There are no direct procurement implications in this paper.

Equalities Impact of the Proposal (detailing conclusions identified from Equality Analysis, sections 4 and 5)

26. The services will consider the equality for those receiving the service through the policies and procedures written by Wiltshire Council.

Environmental and Climate Change Considerations

27. There are no direct environmental or climate considerations.

Risk Assessment

28. Comprehensive risk assessments are in place in each service.

Risks that may arise if the proposed decision and related work is not taken

29. None.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

30. None.

Financial Implications

31. None.

Legal Implications

32. When recently inspected directly provided services were shown to meet the essential standards required by law. Therefore there are no further legal implications provided the services continue to meet the required standards.

Options Considered

33. Report is for information only.

Conclusions

34. Report is for information only.

James Cawley
Associate Director
Adult Care Commissioning, Safeguarding and Housing

Report Author: Julia Davey, Assistant Joint Commissioner, Disabilities Joint Commissioning Team

Contact details: Briefings can be provided by Rhonda Ward (Head of Service) by contacting her on rhonda.ward@wiltshire.gov.uk or on 07990 508 507

Date of report: 9 February 2016

Background Papers

The following documents have been relied on in the preparation of this report:

Appendix 1 comprising:

- CQC Inspection report on Council registered services:
 - Shared Lives (Bourne Hill Office) (page 1-11)
 - Bradbury House, Salisbury (page 12-32)
 - Meadow Lodge, Chippenham (page 23-31)
 - Derriads, Chippenham (page 31-41)
- Case Studies of the people who use the services (pages 42-45)
- Customer feedback – page 46