

**Wiltshire Council**

**Council**

**10 July 2012**

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**Questions From Councillors**

**From Cllr Chris Caswill, Chippenham Monkton Division**

**To**

**Cllr John Thomson, Deputy Leader And Cabinet Member For Adult Care,  
Communities And Housing**

The Council will no doubt welcome the web based publication of the Care Quality Commission reviews of Care and Nursing Homes in Wiltshire and elsewhere.

**Question 10**

(a) What steps will the Council be taking to publicise this resource?

**Response**

a) The Council in partnership with Care Choices has recently published a directory of services that details all care homes and domiciliary care agencies operating in Wiltshire. There are references throughout the directory to the CQC website and the information contained therein. Any family or individual that contacts the Council for advice or information about care homes is forwarded a copy of this directory which is also available on line via the Council's website. Staff, when discussing care home options with members of the public, advise people to review the information about that care home on the CQC website.

**Question**

(b) What use will the Council itself be making of this information, particularly of the several care homes in Wiltshire where improvement is being required or in some cases enforced?

**Response**

b) We work closely with CQC not just by reviewing information on their website but through bi monthly meetings to review registered services in Wiltshire. In this way we can share informally information about

services of concern. This information then directs the work of the Quality Assurance officer whose role is to work with those providers to develop and implement an action plan to improve those services. Our aim is to work with providers to help them improve however, in some circumstances it is necessary to stop new placements or care packages with those organisations until improvements have been delivered. This has a financial impact on the provider. Whilst an action plan is being developed and improvements being implemented we monitor this closely with providers through regular meetings and progress reports.

Our priority is to ensure the safety of those receiving care and every effort is made to improve the service rather than moving residents. However, where a provider fails to comply and does not deliver the required improvements steps would be taken to move residents. However our primary aim is to work with providers to deliver improvements that will enable residents to remain in their home.