

Wiltshire Council

Cabinet

21 January 2014

**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. CQC registers services that demonstrate that they meet legal requirements, and after registration checks that they continue to do so. 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 2010.

Wiltshire Council Adult Social Care both commissions placements in registered care services for all our customer groups (older people, older people with dementia, people with physical disabilities and adults with learning disabilities) and is also a direct provider of those services for adults with learning disabilities. These services are delivered within and managed by adult care operations. CQC requires that residential services for people with learning disabilities are registered and must meet a set of essential standards in order to be compliant within the legislation. Note that day services for people with learning disabilities are currently not required to be registered.

This Cabinet report briefs members on the registered services provided in-house. The report confirms that all services are compliant against essential standards and informs on the management systems which are in place to ensure that Wiltshire Council leads the way in terms of delivery of quality services. This report is timely, especially given the recommendations of the Francis Report, the outcome of the Winterbourne View enquiry and the recent recommendations of the Camilla Cavendish report on the training of health care assistants in hospitals and social care settings. This report assures members of

the work we are doing within Wiltshire to deliver a well regarded service.

Proposals

That Cabinet:

- (i) Note the key outcomes of the CQC inspections in relation to the Council run registered services and acknowledge the level of managerial input required in order to achieve such positive outcomes, which gives assurance to the Council that quality services are being provided

Reason for Proposals

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

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Purpose of Report

1. 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. CQC registers services that demonstrate that they meet legal requirements, and after registration checks that they continue to do so. 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 2010.
2. Wiltshire Council Adult Social Care both commissions placements in registered care services for all our customer groups (older people, older people with dementia, people with physical disabilities and adults with learning disabilities) and is also a direct provider of those services for adults with learning disabilities. These services are delivered within and managed by adult care operations. CQC requires that residential services for people with learning disabilities are registered and must meet a set of essential standards in order to be compliant within the legislation. Note that day services for people with learning disabilities are currently not required to be registered.
3. This Cabinet report briefs members on the registered services provided in-house. The report confirms that all services are compliant against essential standards and informs on the management systems which are in place to ensure that Wiltshire Council leads the way in terms of delivery of quality services. This report is timely, especially given the recommendations of the Francis Report, the outcome of the Winterbourne View enquiry and the recent recommendations of the Camilla Cavendish report on the training of health care assistants in hospitals and social care settings. 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.

Background Information - Services directly provided by Wiltshire Council

6. Wiltshire Council directly provides the following registered care services for adults with learning disabilities:
 - (i) Wiltshire Adult Placement Service (Shared Lives) – assessment and placement service for adults with learning disabilities (akin to foster care). Some service examples of 2 people who use respite services as well as information about the process for those wishing to become Adult Placement Carers are attached at **Appendix 1**, explaining the assessment/ approval process as well as the matching process of people to Carers
 - (ii) Residential Care providing respite and short breaks for adults and their families in 3 locations across the County - Chippenham Respite located at Derriads and at Meadow Lodge; Bradbury Manor in Devizes and Bradbury House in Salisbury
7. Residential Respite Care or Short Breaks are provided as part of a package of care to support adults with learning disabilities and their families to have a break from each other. In each of the 3 services described below, people will have an allocated number of respite weeks/ days according to their need which they book at times to suit them. Pen pictures of 2 people who use respite services are attached at **Appendix 2**.
8. We also provide emergency beds 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. Pen pictures of people who have used emergency beds are attached at **Appendix 2**.
 - (i) Chippenham Respite – provides 8 bedrooms – 4 at Meadow Lodge (a house adjacent to Seymour House care home) and 4 at Derriads (an adapted bungalow). There is one registered manager for both buildings but each is inspected in its own entirety, separately, by CQC.
 - (ii) Bradbury Manor is a fully adapted modern single storey property in Devizes and is registered to support 11 people with a learning disability with varying support needs. There is one registered manager for this building.

- (iii) Bradbury House is a fully adapted modern single storey property in Old Sarum, Salisbury and is registered to support 10 people with varying needs, within the design it has a separated self contained area with 2 bedrooms that can support emergency placements or people whose behaviour may be challenging. There is one registered manager for this building.

CQC Regulatory requirements

9. 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.
10. 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.
11. 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
12. 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 James Cawley, Debbie Medlock, Rhonda Ward, Malcolm Wilson and Christopher Lyne.

13. CQC will undertake annual visits at care homes and the main registered premises for the delivery of supported living and adult placement services. An extract of CQC feedback on each of these registered services is attached at Appendix 3 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.

Main Considerations for the Council

14. Compliance – It is noted that all services are fully compliance against CQC essential standards of quality and safety. See **Appendix 3** - Key outcomes from recent inspections.

Safeguarding Considerations

15. 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.
16. 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.
17. 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.
18. 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
19. All staff receive regular and monthly one to one supervision from their line manager and annual appraisal
20. Monthly 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 a feedback loop in that the outcomes of the monthly audits are addressed with each registered manager and reviewed the subsequent month to ensure that any issues raised in the previous visit have been addressed

Public Health Implications

21. There are no direct public health implications in relation to this cabinet paper.

Environmental and Climate Change Considerations

22. There are no environmental or climate implications in relation to this cabinet paper.

Equalities Impact of the Proposal

23. The services will consider the equality for those receiving the service, the Council, and the Provider staff.

Risk Assessment

24. This is an update on the services currently provided by the Council's provider services. Comprehensive risk assessments are in place in each of the services to ensure risks are minimised.

Financial Implications

25. There are no direct financial implications in relation to this cabinet paper.

Legal Implications

26. This report informs Cabinet of the key outcomes of recent unannounced inspections by the CQC, which looked at the in-house care services for adults with learning disabilities provided directly by the Council. The Care Quality Commission (CQC) requires that such services are registered and is responsible for regulating them. All providers of regulated health and social care services have a legal responsibility to make sure they are meeting essential standards of quality and safety, which are standards everyone should be able to expect when they receive care. The essential standards are described in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. There are 16 essential standards that relate most directly to the quality and safety of care, and when the CQC inspect any of these 16 standards can be the subject of their inspection. This report shows that when recently inspected all such in-house provision was shown to meet the essential standards focused upon in each individual case. There are no further legal implications.

Options Considered

27. Report is for information only.

Conclusions

28. Report is for information only.

Maggie Rae
Corporate Director

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[Operations]

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 : 11th December 2013

Background Papers

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

Appendices

Appendix 1 – Wiltshire Council Adult Placement / Shared Lives Service - Offering respite and short stays to people with learning disabilities within the community – 2 recent examples of service provided

Appendix 2 – Examples of the people who use respite and emergency care

Appendix 3 – Key outcomes feedback from recent inspections at Wiltshire Council registered services

- Appendix 3a – Wiltshire Council Adult Placement Service [Bourne Hill Office]
- Appendix 3b – Bradbury House, Salisbury
- Appendix 3c – Meadow Lodge, Chippenham
- Appendix 3d – Derriads, Chippenham
- Appendix 3e – Bradbury Manor, Devizes