

Report To: Scrutiny Chairs and Vice Chairs Group

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Title: Quality monitoring of External Care Services

The following is a short report on quality monitoring of the services we commission with the Independent Care Sector.

During the quarter July, August, September 2015 the Regional Hub was disbanded and the 26 care homes they had been responsible for monitoring became the responsibility of the Denbighshire Contracts Team. This additional workload was unmanageable unless the monitoring role could be re-configured. It became obvious that automatic 12 monthly reviews for all providers were not achievable. We have decided to move to an 18 month programme of formal contract review visits and reports with a risk-based approach in order to prioritise appropriately. A monthly meeting is being held to prioritise the work to ensure that providers which are causing any concern at all are monitored more frequently as the need arises. This process will be trialled for a 6 month period.

In the meantime, we can advise that:

Number and type of provider	Monitoring Activity	Outcome
38 Residential and nursing homes	<ul style="list-style-type: none"> 36 formal contract reviews have taken place in the last 18 months Reviewing Officers carried out 307 visits to 38 homes in the past 12 months. No data available for Q1 and Q2 of 2014 	4 care homes are currently under escalating concerns
26 Care homes previously monitored by the regional Hub	<ul style="list-style-type: none"> Care reviews for residents, from all LAs, feeding into monitoring process 10 formal Quality Monitoring contract reviews carried out in the last 18 months 	None of these care homes are currently under escalating concerns.
10 providers supporting 48 Community Living Schemes	<ul style="list-style-type: none"> Weekly visits at each project are taking place with more detailed monitoring visits taking place every quarter. 7 providers have had formal contract review within the last 18 months 	None of these providers are currently under escalating concerns.
34 Domiciliary Care providers:	<ul style="list-style-type: none"> Reviewing Officers carried out 173 scheduled Care reviews for care provided by 18 separate agencies based within Denbighshire and 27 	2 domiciliary providers are under regional escalating concerns.

<p>20 currently used by DCC</p> <p>10 monitored under CL above</p> <p>4 Out of County</p>	<p>Care Reviews for care provided by 5 separate agencies based outside of Denbighshire. Within the first 2 quarters of 2015. No data is available prior to this. These reviews all feed into the monitoring process</p> <ul style="list-style-type: none"> • 12 agencies have been subject of formal contract review over last 18 months • Out of County providers supporting fewer than 3 service users are subject to desk top monitoring using information from neighbour authorities and our own care reviews. 	
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Joint monitoring/inspection visits continue to take place with CSSIW Inspectors and with Health colleagues where appropriate.

Staff carrying out care reviews are regularly feeding back to the Contracts team in respect of all externally provided care provision.

Questionnaires are sent to service users to ask their opinion of the services they receive.

Reports from service users are positive in response to the Contracts questionnaires, Carer Assessor conversations and to the quality questionnaires sent by our Customer Connections Team.

There were two complaints in respect of the quality of one domiciliary provider during this quarter. Both complaints are informing the ongoing local and regional work with the provider under Escalating Concerns.

Age Connects Speak Up project continues to provide feedback to the Contracts team for those homes they visit. They have had problems with volunteers but are actively recruiting again and have an action plan in place to improve the service.