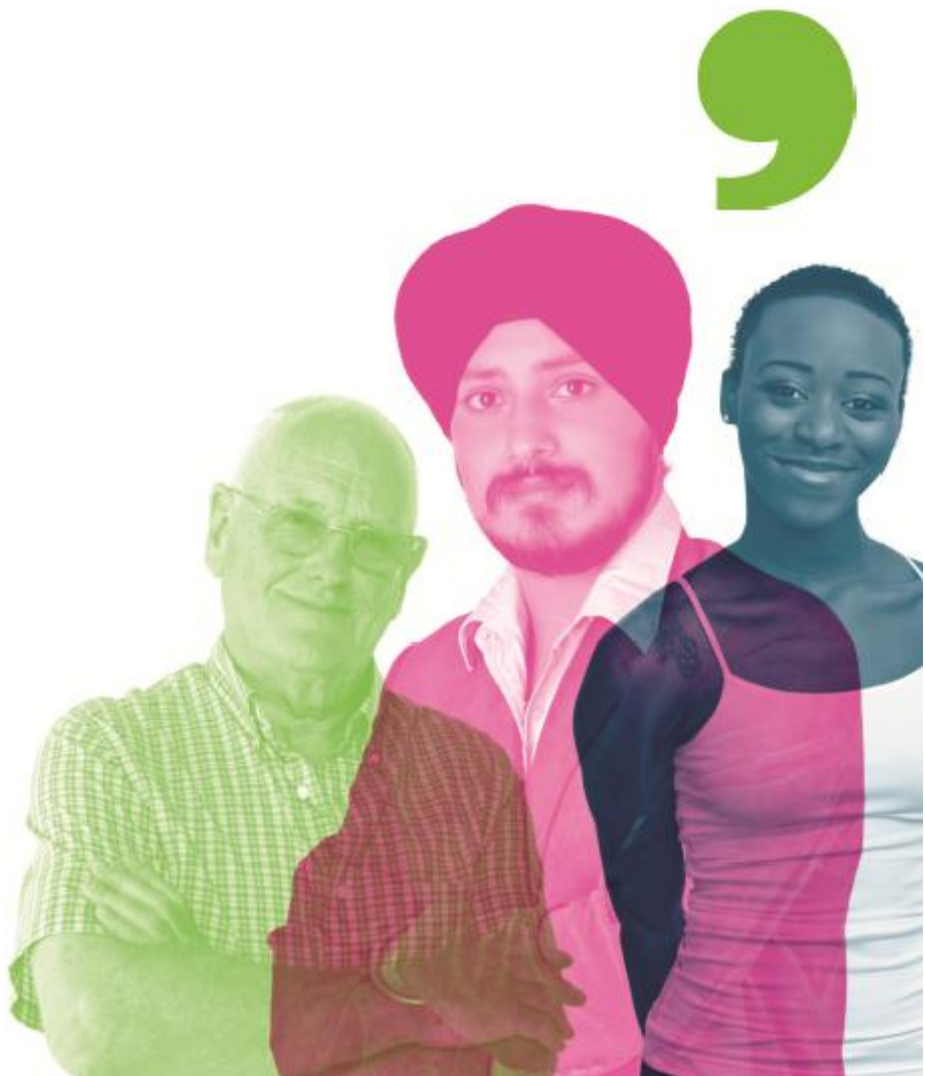


Healthwatch Derby Service User Data Analysis S.U.D.A Report 05

Care Homes In Focus, December 2013



As 2013 draws to an end, and many of us are busy with the season's festivities, the team at Healthwatch Derby have been working closely with partnership organisations to get a better understanding of the state of care homes in the city of Derby. The Care Quality Commission (CQC) is the regulatory body which inspects care homes at least once a year. Care homes are divided into two categories by the CQC, and these are:

Category	Care Provisions
Care Homes which provide nursing	This type of care home will normally offer the same kind of care as a residential care home but with the addition of 24 hour medical care from a qualified nurse
Residential Care Home	These range in size from the very small homes with a few beds to large scale facilities. They offer care and support throughout the day and night. Residential care staff help with washing, dressing, help at meal times and provide assistance for toilet needs.

Figure 1.1 Classification of Care Homes

Currently the CQC lists over 240 care homes as being registered in the Derby area, these comprise of private and publicly funded care homes. Almost half of these are failing at least one minimum standard. This report focuses on public funded care homes which are commissioned by Derby City Council to provide a service. To compile this report, we requested up to date care home records from Derby City Council, and cross referred this data with the public information recorded on the CQC website. Each care home has been assessed, and they have to meet the following minimum standards of care:

1. Treating people with respect and involving them in their care
2. Providing care, treatment and support that meets people's needs
3. Caring for people safely and protecting them from harm
4. Staffing
5. Management

A thorough analysis of the current inspection data based on the above minimum

standards made for some worrying observations for the city's care homes. A snapshot of the full care inspection records shows us the following:

Category	Total
Public funded care homes in Derby	76 (excluding 5 closed or not inspected)
Care homes which met all standards	42
Care homes closed or not inspected	5
Care homes under review by CQC	8
Care homes failing one or two standards	16
Care homes failing three or four standards	10

Figure 1.2 Snapshot of Care Homes in Derby, December 2013

If we leave aside the 5 care homes which for various reasons were either closed, or not inspected, this leaves us with 76 operational care homes fully inspected by the CQC, out of this total 42 met all five minimum care standards.

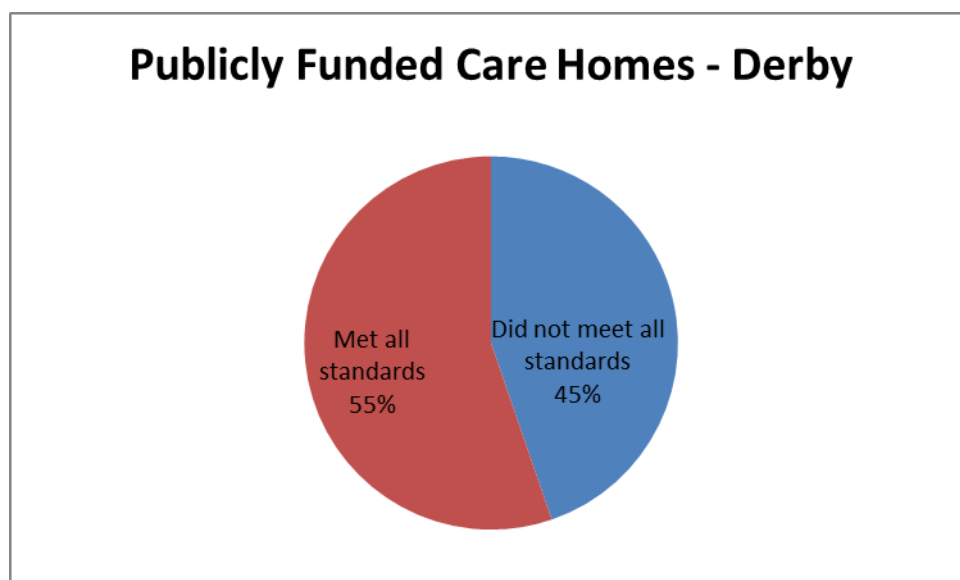


Figure 1.3 Percentage of care homes meeting all minimum standards

As figure 1.3 suggests, this still leaves us with a worrying 45% of care homes which are either failing minimum care standards, or have been put under review by the CQC due to ongoing causes of concern.

If we keep aside the care homes that have met the minimum standards, we can drill down into the remaining 45% of failing or under review care homes. A first

observation can be done on the count of care homes under review and failures, where we grade them as failing either

1 or 2 minimum safety standards or
3 or 4 minimum safety standards

(There are five minimum safety standards and we are pleased to report there isn't a single care home registered which has failed all five standards)

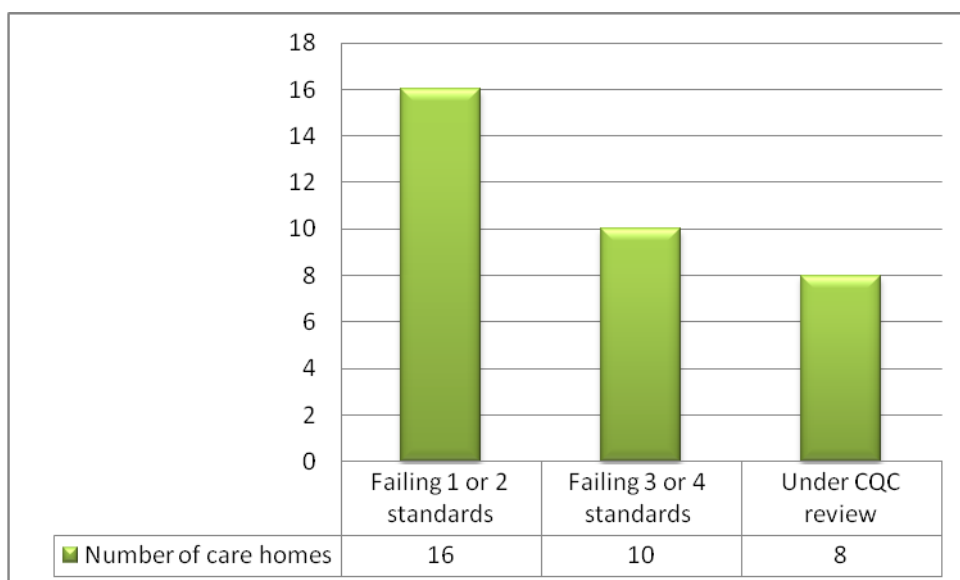


Figure 1.3 Breakdown of under review and failing care homes

How does the CQC set these minimum standards, and what problems does it identify which leads to a failure? In its published review of care homes, the CQC identifies some key areas of concern and improvement, and these include:

CQC Care Review – Key Areas for Improvement

Care Workers newly assigned who are not aware of care needs

Lack of clear care plans, and lack of systems and processes that manage care

Staff performance and training

Capturing feedback and taking action

Figure 1.4 CQC Care Review – Key Areas for Improvement

The CQC Care Review looks at social care nationally and identifies areas for improvement. If we drill down even further into the local picture for Derby city, we can assess each minimum care standard and see which standards have accrued the highest failings:

Minimum Care Standard Category	Total Care Homes Failing
Treating people with respect and involving them in their care	1
Providing care, treatment and support that meets people's needs	12
Caring for people safely and protecting them from harm	18
Staffing	12
Management	14

Figure 1.5 Breakdown of care standards with failings recorded

It is interesting to note the CQC identifies staff performance and training as a key area for improvement, and in Derby this is substantiated with care homes failing to meet the minimum care standards for staffing (12) and management (14).

Figure 1.5 gives a breakdown of each care standard, and the care homes listed as failing each. It is worthwhile noting that a single care home can fail more than one standard. Although no operational care home has failed all five minimum care standards, worryingly there are currently 6 operational care homes which have failed four of the five care standards. CQC has taken action against 2 failing care homes.

We have a large population with growing care and support needs, not just in Derby but as a nation. It is therefore important that we get residential care, and nursing care (within care homes) right the first time. This will prevent a further leaning on acute services. It will also alleviate pressure on friends and family as the support network, and greatly enhance the quality of life for the most vulnerable in our communities.

We are concerned that the quality of care provision across the City is showing signs of stress and with 45% of those that are commissioned by or have a resident commissioned by Derby City Council failing at least 1 standard. It is also significant to note that the care standards mentioned in this report are by no means exhaustive. These are the bare minimum standards required on a operational level, and a pre requisite to safety and wellbeing. As this report highlights, a significant number of care establishments are failing these minimum standards, which gives rise to the question, who is ensuring care needs are met?

The CQC is a regulatory body with powers to inspect only the minimum standards. Unfortunately commissioners of services are limited by contractual rights, and cannot

carry out in depth inspections above and beyond the minimum regulatory inspections.

Healthwatch has the powers to ask questions into care standards which are above the bare minimum, and which ensure the dignity and wellbeing of every resident in care. We have statutory rights to conduct enter and view assessments into care homes. Our enter and view reports are sent to care homes for them to comment and respond to. Prior to our transition into Healthwatch, our local involvement network (LINKs) was the only established enter and view assessor of care home provisions in the city. LINKs has now transitioned into Healthwatch, and we continue to be the only independent consumer watchdog with statutory powers to continue conducting enter and view assessments, holding care homes accountable for the quality of care.

As each local authority is under pressure to reduce funding in the form of budget cuts, each of our publicly funded care home is more at risk of providing less than acceptable standards of care. It is important that the standards are regulated and inspected more often – Healthwatch Derby will be continuing with its Enter and View work throughout 2014 but recommends that partner agencies and commissioners take note of the current position and continue to monitor and regulate services to ensure there are no critical incidents or breakdowns in the care provided to the individuals in care within the City.



S.U.D.A Data Sources	
List of Current Public Funded Care Homes	Provided by Derby City Council
Care Homes Inspection Records	Public website, CQC
CQC Care Homes Review	Public website, CQC