

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET

16 JUNE 2015

REPORT OF THE CORPORATE DIRECTOR – SOCIAL SERVICES AND WELLBEING

WESTERN BAY REGIONAL QUALITY FRAMEWORK

1.0 Purpose of Report

- 1.1 The purpose of the report is to provide Cabinet with the background to the work across Western Bay to develop a Regional Quality Framework for care homes across the region;
- 1.2 To seek approval of the Regional Quality Framework and implementation of the Framework at a local level.

2.0 Connection to Corporate Improvement Plan / Other Corporate Priorities

- 2.1 This report links to the following improvement priorities in the Corporate Plan:
 - Working together to help vulnerable people to stay independent;
 - Working together to make best use of our resources.

3.0 Background

- 3.1 The Western Bay collaborative has been involved in an exciting piece of work to develop a joint Regional Quality Framework (RQF) attached as **Appendix 1** for the care home sector across the region for health and social care.
- 3.2 The aim of the RQF is to have a clear vision for quality for individuals living within care home settings, in order to improve the lives of people and promote positive outcomes. The RQF will offer a more transparent approach and message to service providers across the region regarding the collaborative expectations in terms for quality of care within a care home setting. The RQF will help commissioners to monitor the quality of care in a more consistent way and seek to drive up the quality and experiences for citizens. It will also act as a practical tool, which can support care homes to benchmark against and seek continual improvement against a clear set of measures.
- 3.3 Bridgend County Borough Council has led and been the host authority for this piece of work, as the Council already operates a quality framework for care homes. The quality standards within Bridgend have been in operation for over 5 years and have been instrumental in improving the quality within care home settings.
- 3.4 Bridgend's quality standards are linked to a quality fee payment scheme, which has been developed and updated over the last 5 years in partnership with local care home providers. The plan is to replace the existing quality standards in Bridgend with the new RQF which will help continue to raise the quality of care locally and draw from national good practice.

- 3.5 Western Bay has worked in partnership with Age Cymru to help develop an innovative set of quality and outcomes from care homes. In the spirit of true coproduction, My Home Life Wales were commissioned by Western Bay and have driven forward the development of the Regional Quality Framework on behalf of the partners.
- 3.6 Over the last 18 months there has been a great deal of positive work and energy involving a range of partners to pull together the RQF, drawing from best practice across the UK. There has been a range of consultation events as the RQF has been developed to help gather views from stakeholders and care providers. There have been regional events to help shape the high level outcomes and measures within the RQF and local events with care providers to ensure their views are included.
- 3.7 The development of the RQF is timely as the Older Peoples Commissioner (OPC) for Wales undertook a review of over 100 care homes across Wales in November 2014. The review was the biggest of its kind in Wales and looked at: -
- The residents social participation
 - The care home environment
 - Access to health care services
 - Food and diet
 - Care home staff capacity and training
 - Service commissioning and inspection
- 3.8 The OPC will use the review findings to set a new benchmark in respect of the duty of care owed to older people and to provide a high level assessment of those areas where change is required. The OPC will also set out how compliance against these actions will be reported and how assurance will be provided that the intended outcomes have been delivered.
- 3.9 On the whole, the review found many excellent examples of person centred care that was delivering the very best outcomes for people living in care homes. Notwithstanding this, the report also found significant variation in the quality of care homes across Wales, and concluded that too many people living in care homes had little in the way of any meaningful choice and control over their lives and often struggled to have their voices heard: few care homes actively promote the use of independent advocacy.
- 3.10 Quality assurance was highlighted as an area of improvement for commissioners as part of the report findings from the OPC. There is a great deal of emphasis on Councils to ensure that quality of life underpins residential and nursing care at every level from commissioning of services through to the front line delivery of care. The OPC recommended that there is a need to develop mechanisms, which are embedded by commissioners in order to test quality and outcomes for older people in care home settings.

4.0 Current Situation

- 4.1 As part of the Western Bay Collaborative, Bridgend, Neath Port Talbot and Swansea local authorities and Abertawe Bro Morgannwg Health Board (ABMU HB)

have submitted a Western Bay response to the OPCs '*A place to call home report and 'required actions'*'. One of the actions highlighted within the OPC response, is for Western Bay to take forward and implement the RQF, in order to help strengthen quality assurance for commissioners to monitor the outcomes for older people within care home settings.

- 4.2 The RQF will help build on the already well-established joint approach to working to improve the quality of the care home sector in the region. The Western Bay response recognises the individual statutory responsibilities of the four organisations but uses the mechanism of regional partnership working to identify the issues that need to be addressed individually and collectively in all organisations.
- 4.3 The Western Bay Contracting and Procurement Board have been overseeing the development of the RQF. The Board recently endorsed the final version of the RQF. However before the RQF is implemented across the region there needs to be formal approval and sign off by the four partner agencies.
- 4.4 Bridgend applies a quality fee payment which will need to be re-aligned to the new quality standards. Prior to implementation of the RQF, there will be a need for the Council to work with local care home providers and review the local monitoring arrangements. This will involve developing a new scoring mechanism which will enable the Council to continue to operate the quality fee payment scheme in line with the revised RQF.
- 4.5 Each authority area will apply and monitor care providers and use the scoring mechanisms identified within the RQF at a local level. However there are no plans at this stage for Swansea and Neath Port Talbot to adopt a similar quality fee payment system to Bridgend. In essence this will mean that each authority area will apply the RQF in different ways, whilst following the principles of the high level outcomes within the RQF.

4.6 Next Steps

- Over the next 3-4 months, the Authority will work with local care providers to establish a new scoring mechanism which aligns the RQF to the quality fee payment system;
- A launch date will be arranged to raise awareness and publicise the new Framework across the region;
- Each authority area will agree a roll out and implementation plan;
- Carry out an evaluation in 12 months, following the implementation across the region.

5.0 Effect upon Policy Framework and Procedure Rules

- 5.1 There is no impact on the policy framework and procedure rules.

6.0 Equality Impact Assessment

- 6.1 A full Equality Impact Assessment will need to be completed as part of the implementation of the RQF and will assess the relevance of this work to the

Authority's public equality duties and potential impact on protected equality characteristics.

7.0 Financial Implications

7.1 There is no financial impact at this point, although if care providers do not meet the required standards, within the new Regional Quality Framework, then there could be a financial impact for providers in terms of the Quality Fee Payment.

8.0 Recommendation

It is recommended that Cabinet:

- 8.1 Note and approve the Authority signing up to the Regional Quality Framework for care homes attached as **Appendix 1**;
- 8.2 Approve the development and implementation of a new scoring criteria based on the Regional Quality Framework in Bridgend, which is aligned to the Quality Fee Payment Scheme.

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9.0 Contact Officer

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10.0 Background documents

None