

North Northants Care Market Quality

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North Northants Provider Quality

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The Provider Market NNC –UPDATE

278 registered locations with CQC.

TYPE OF SERVICE	NUMBER IN NNC AREA	PERCENTAGE OF MARKET
Older Persons Residential	90	32.37%
Older Persons Nursing Care	23	8.27%
Community Care	165	59.35%



Introduction

The Provider Quality assurance team comprises of 7.5 FTE Quality and Contracts Officers, a Quality and Contracts Team Leader and a Quality Manager. The team work with both the independent provider market and internal provider services to support services to maintain or progress to a good or outstanding CQC rated provider.

The team work within the NNC Quality Assurance Framework, the Quality Assurance Framework alone cannot offer a definitive conclusion about the quality of care; however, it does allow for:

- A consistent approach- contractual frameworks
- Exploratory reviews- quality monitoring
- Supported improvement- actions plans, large scale enquiry and contractual actions



Consistent Approach

The Quality Framework

The team use a defined set of quality outcomes and contractual compliance measures related to the service commissioned underpinned by legislative requirements (Health and Social Care Act 2012) to assess and monitor the performance of providers and where necessary work with provider services to:

- Prevent and/ or identify poor practice
- Offer support and guidance and support improvements of the quality of services commissioned.
- To ensure the wellbeing and desired outcomes of the individuals drawing on care services

Where concerns about quality outcomes and/ or contractual compliance are raised the range of approaches and tools within this framework will enable any member of staff to respond appropriately, consistently, and proportionately. Our approach is rooted in an ethos of partnership working and a commitment to providing an environment in North Northamptonshire where our independent care providers are supported to provide the best quality care and support possible.



Internal Provider Services

North Northants Council currently have a number of internal services that are supported in an intensive manner by our Quality Team.

- Building based Respite care for younger adults
- Home care services for younger adults
- Supported living for younger adults
- Building based and community based reablement

Each service has an allocated Quality officer that visits the service on a monthly basis, the officer completes an internal audit tool and offers ad-hoc support. The Overall CQC ratings for our internal services are as follows:

Thackley Green (Building based Reablement) – GOOD (inherited rating)

Reablement North (Community based Reablement) – GOOD

Specialist Support Services for Younger Adults / Da Vinci Court (Community Support) – GOOD

Pine Lodge (WAA Respite & Transitions) – Requires Improvement

Shared Lives – Not yet inspected



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Independent Provider – Block Contract

Block Contracted

SHAW health care provider North Northants with 250 residential places across 6 homes for older adults, the homes provide services to a range of individual needs.

SHAW homes are allocated an officer to support across all 6 homes, the officer completes an annual Quality monitoring cycle, in addition to this the officer supports both the Contracts Officer and the Registered managers of the homes to adapt and support people's needs utilising NNC's internal resources.

All services are rated as GOOD

Shaw is also subject to our quality monitoring framework



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Independent Care Market

North Northants contracts with 352 care providers. These contracts are commissioned, evaluated and appointed through a rigorous selection process. Each contract type has a unique set of key performance Indicators that are monitored through a number of mechanisms.

The contract type and size is variable, each Quality Officer holds a portfolio of 35-40 providers allocated to individual specialisms.

Collaborative Provider forums are held quarterly to share information and build our ethos of partnership working.

The Quality Outcomes and Contract Monitoring Framework aims to provide a consistent and evidence-based approach to decision making in relation to how we will work with and support our contracted care providers. It also details the process by which staff will communicate and share information about providers within a multi-agency framework.

Contracted Providers

<u>Service Type</u>	<u>Number of Contracted Providers</u>
Residential Care Homes	25 23 active
Nursing Care Homes	15 14 active
Home care	106 77 active
Residential / Nursing care for younger adults	51 17 active
Supported living	111 50 active
Independent Day opportunities	44 11 active



Quality Team Activity

Team activity will vary from month to month depending a variety of factors. As standard there is a requirement for a full time Quality Monitoring Officer to aim to achieve on average x3 full monitoring's of services per month. This will be impacted on by things such as annual leave but will be evened out across the 12 months cycle.

Factors such as provider hand backs and Large-Scale Enquiry's will also impact on some monitoring officer's capacity, as these pieces of work will require an increase in the number of support and welfare visits being provide to a service.



Current Activity over a 3 Month / Quarterly Period

Team Activity – Snapshot for May / June / July 2024

Reason or Visit	Number of Visits Made
Welcome Visit	14
Full Monitoring	55
Action Plan Review	33
High risk support / welfare checks	21
TOTAL	123



Current Month Action Plans

Current ongoing work with providers

Type of Service	Number of Open / Active Action Plans
Older Person Domiciliary Care	16
Older Person Residential / Nursing Care	6
Working Age Adult Supported Living / Domiciliary Care	5
Working Age Adult Residential / Nursing Care	4
Day Services	2
TOTAL	33

Themes of actions being worked through: Lack of outcome setting / recording, Improvements need around person centred care planning, Lack of decision specific mental capacity assessments, Improvements needed around management of medication, Staffing, Governance.



Rating Profiles

North Northants uses the CQC rating profile as an indicator of performance set against both regional and national trends.

NNC have seen the fastest increase of Residential & Nursing home providers increasing their ratings from Requires improvement to GOOD within the East Midlands Region.

Nationally we now benchmark 35th compared to other unitary authorities in the UK. 12 months ago we were rated 56th.

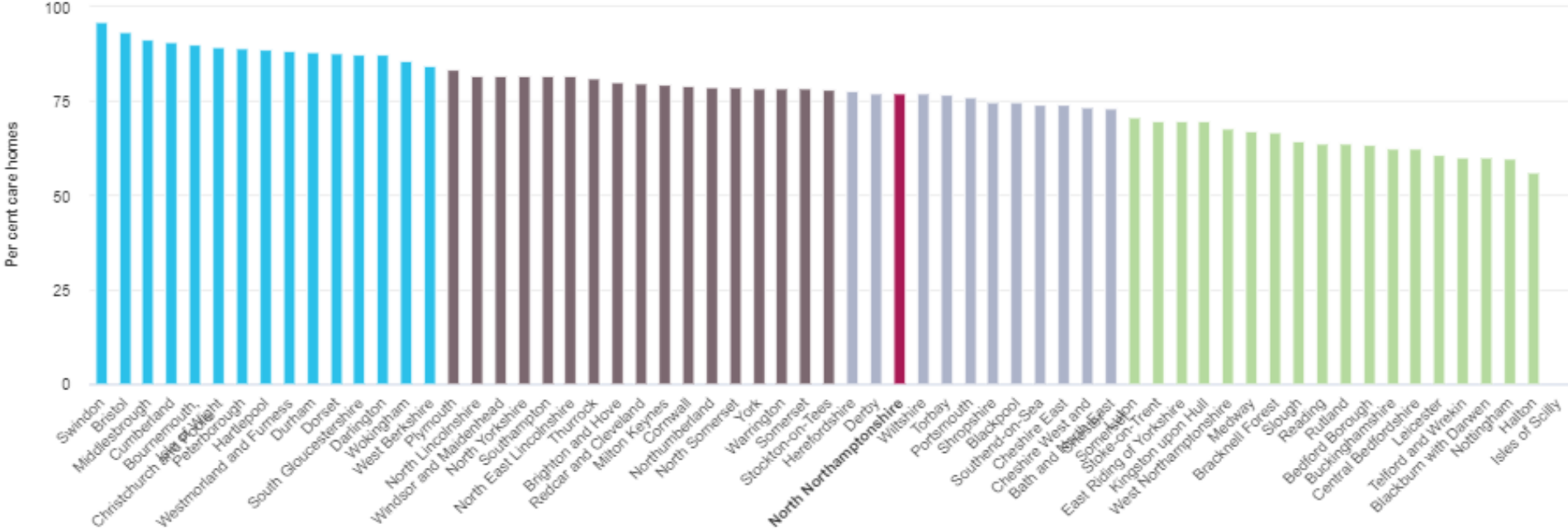


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Rating Profiles



Percentage of care homes rated overall as good or outstanding (Sep 2024) for All English unitary authorities (Quantiles of All English single tier and county councils)



Care homes, good or outstanding, % Sep 2024

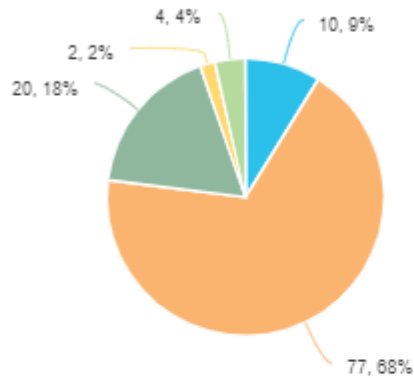
- 4 Quartiles within All English single tier and county councils
- 3 Quartiles within All English single tier and county councils
- 2 Quartiles within All English single tier and county councils
- 1 Quartiles within All English single tier and county councils
- North Northamptonshire (Lead area)



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Care Home Quality

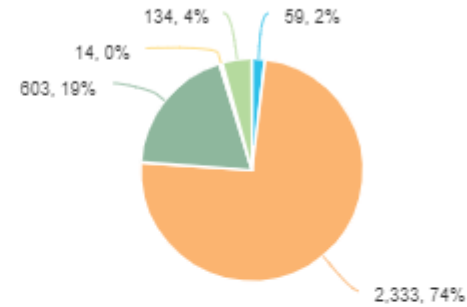
Care homes and quality in North Northamptonshire



- North Northamptonshire - Care homes overall outstanding - Sep 2024 - Care homes
- North Northamptonshire - Care homes overall good - Sep 2024 - Care homes
- North Northamptonshire - Care homes overall requires improvement - Sep 2024 - Care homes
- North Northamptonshire - Care homes overall inadequate - Sep 2024 - Care homes
- North Northamptonshire - Care homes with no rating - Sep 2024 - Care homes



Beds and quality in North Northamptonshire

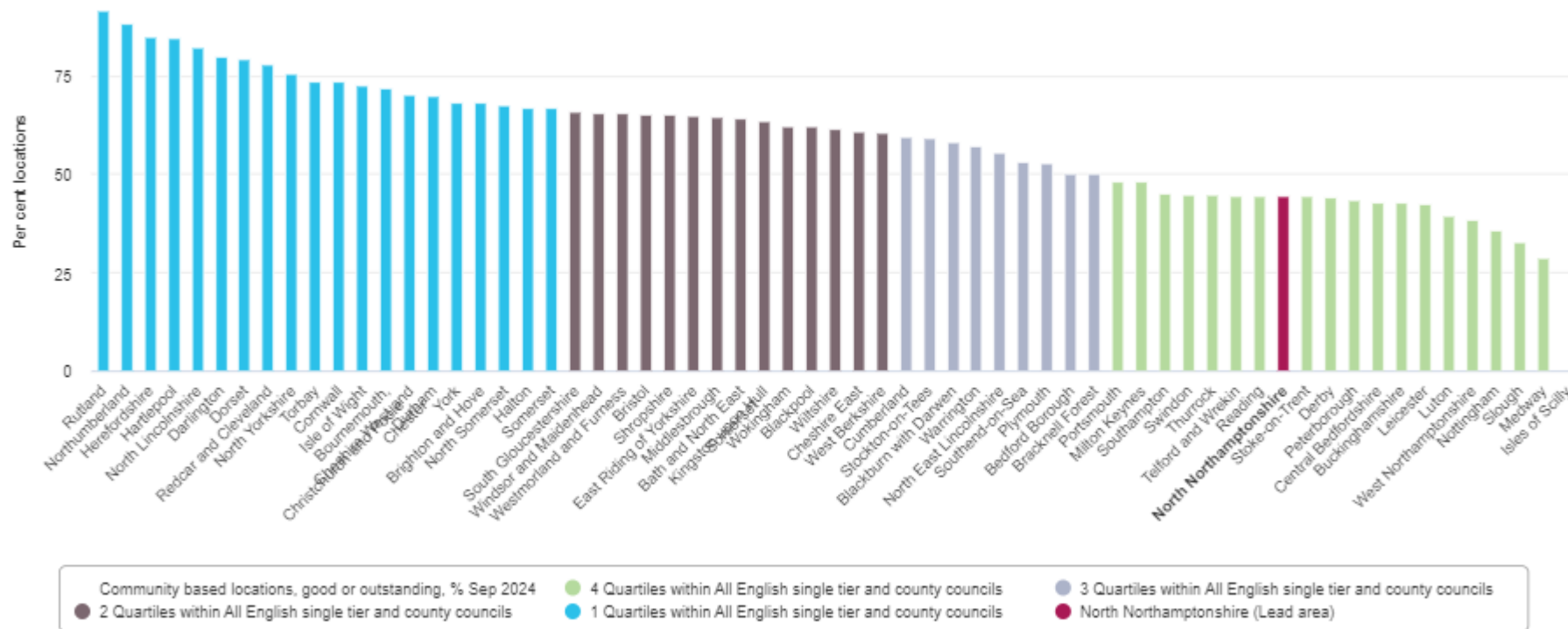


- North Northamptonshire - Beds in care homes overall outstanding - Sep 2024 - Care homes
- North Northamptonshire - Beds in care homes overall good - Sep 2024 - Care homes
- North Northamptonshire - Beds in care homes overall requires improvement - Sep 2024 - Care homes
- North Northamptonshire - Beds in care homes overall inadequate - Sep 2024 - Care homes
- North Northamptonshire - Beds in care homes with no rating - Sep 2024 - Care homes



Community Care Quality

Percentage of community based locations that are rated overall as good or outstanding (Sep 2024) for All English unitary authorities (Quantiles of All English single tier and county councils)

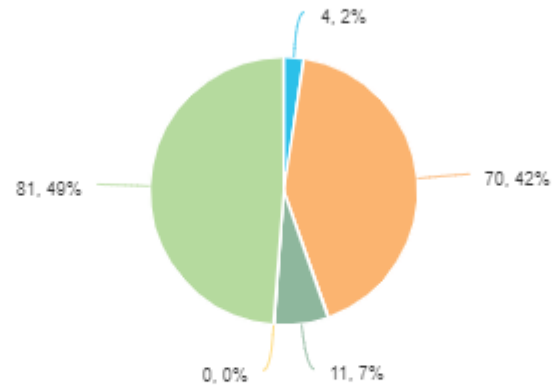


- 49% (66 locations) no rating
- Of those locations inspected 87% are rated as good/outstanding



Community Care Quality

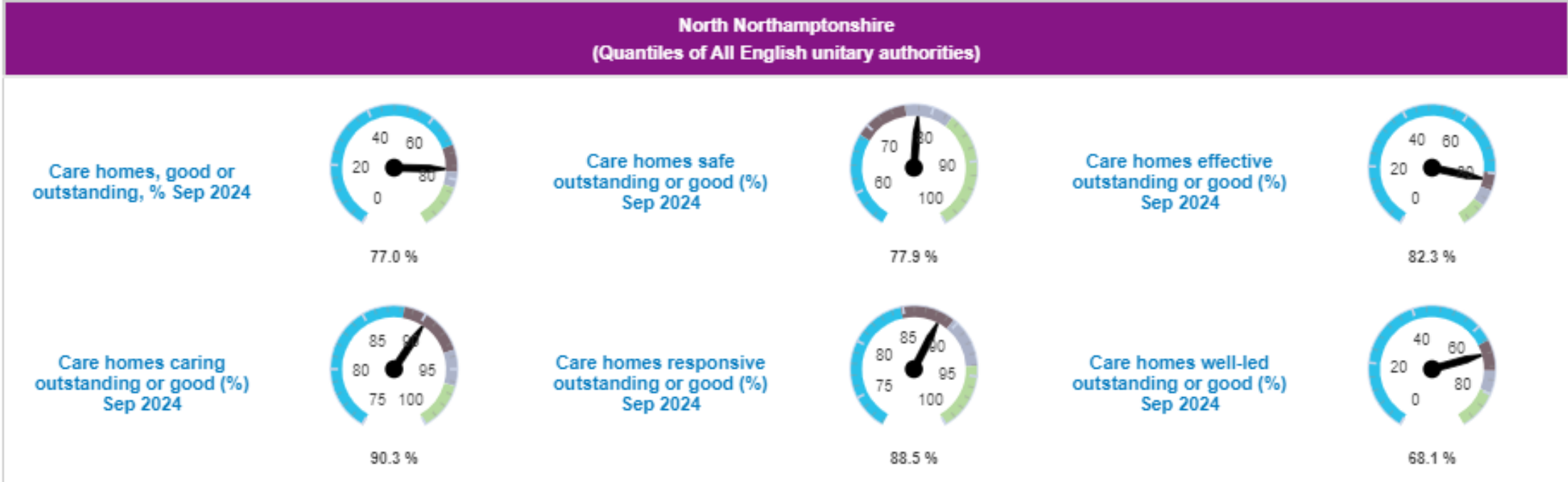
Community care quality in North Northamptonshire



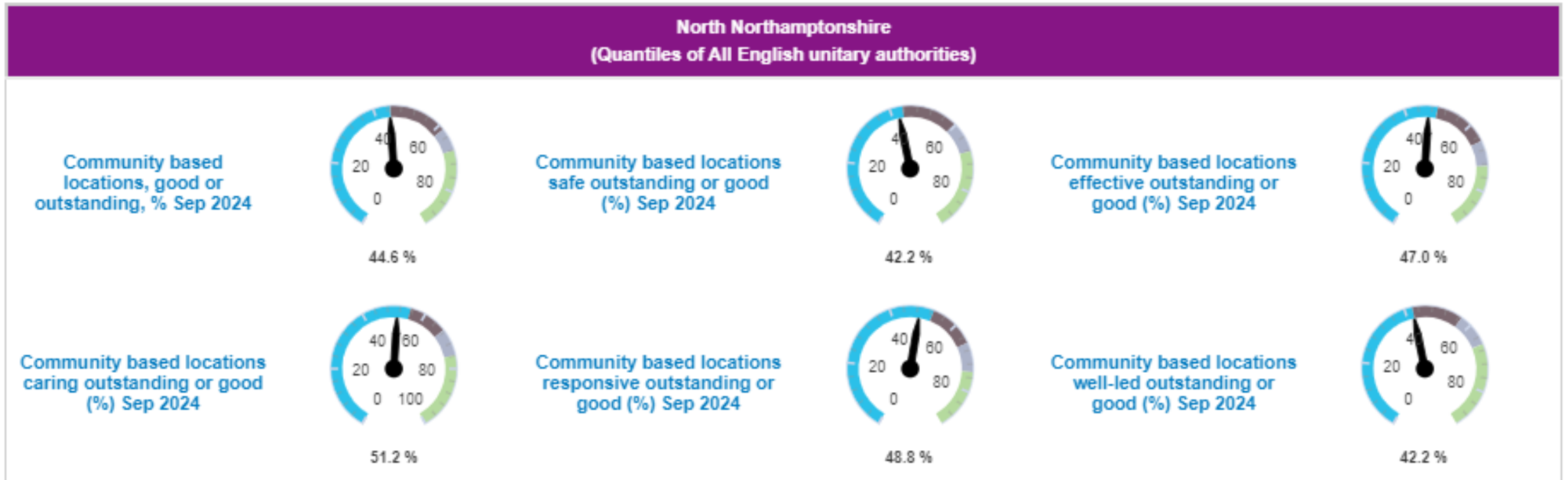
- North Northamptonshire - Community based locations overall outstanding - Sep 2024 - Locations
- North Northamptonshire - Community based locations overall good - Sep 2024 - Locations
- North Northamptonshire - Community based locations overall requires improvement - Sep 2024 - Locations
- North Northamptonshire - Community based locations overall inadequate - Sep 2024 - Locations
- North Northamptonshire - Community based locations with no rating - Sep 2024 - Locations



Key questions influencing ratings(care home)



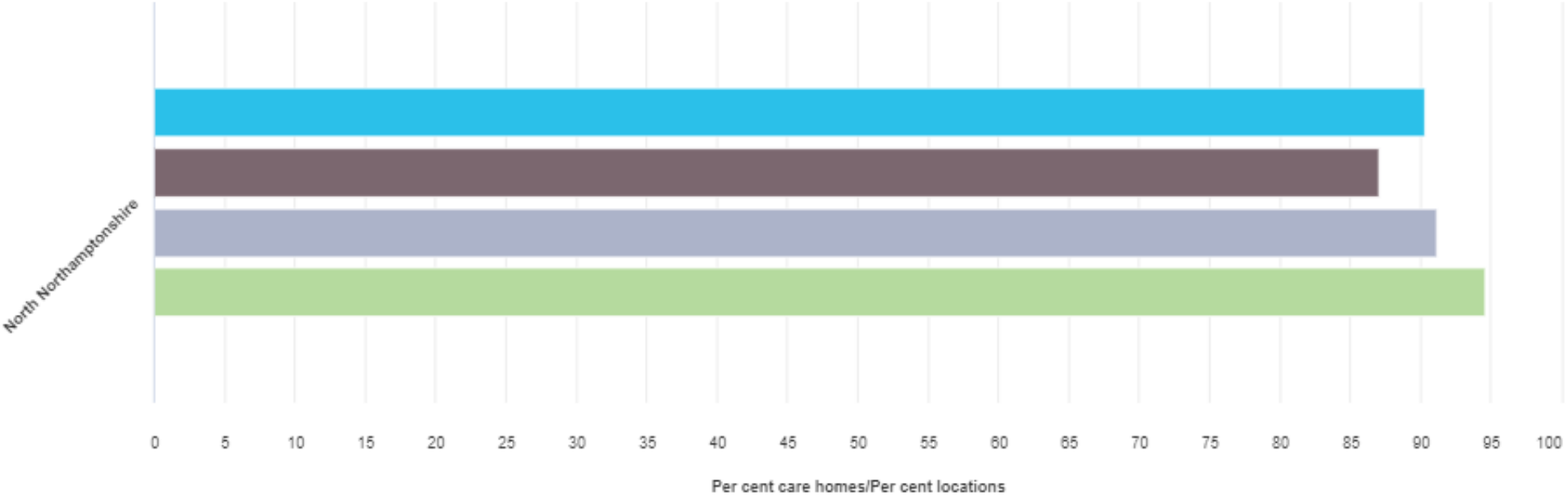
Key questions influencing ratings (community)



Locations with a Registered Manager



Registered care providers with named registered manager in post in North Northamptonshire



- Care homes with registered manager, all, % Sep 2024
- Care homes with registered manager, with nursing, % Sep 2024
- Care homes with registered manager, without nursing, % Sep 2024
- Community based locations with registered manager, % Sep 2024

Feedback from Providers

A provider feedback questionnaire was sent to our contracted providers September to December 2023.

We had 107 Providers participated in the survey.

We have received positive feedback overall with most of our contracted providers strongly agreeing that we are providing a supportive and informative service, rooted in partnership working.

Feedback also highlighted that providers have regular engagement with their allocated CQO and that we are good at sharing resources that help them to provide better quality care and support.

Feedback from Integrated Care board

Northamptonshire Integrated Care Board, Nursing and Quality team, have developed strong working relationships with our North Northamptonshire colleagues.

We are working together to ensure safe, quality services are delivered, using each teams skills for the best outcomes for our population.

Developing our system working to join:

- Escalation processes
- Monitoring alignment
- Combined Framework agreement
- Shared risk profiles
- Joint provider forums
- Attendance and participation at ICB System Quality Group
- Monthly information sharing meetings
- Quality Improvement
- Market development

Questions



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