

Quality of care in Care Homes

Oxfordshire Health Overview and Scrutiny Committee

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Background

- There are just over **4,895 care home places** for older people across 111 care homes in Oxfordshire.
- More than half of the places are purchased by people who fund their own care.
- Around 35% are purchased by Oxfordshire County Council and 9% are purchased by Oxfordshire Clinical Commissioning Group
- Oxfordshire County Council has a statutory responsibility for market development and sustainability.
- Oxfordshire County Council and Oxfordshire Clinical Commissioning Group are responsible for the quality of the care we commission

CQC Quality Ratings

- Care homes are regulated nationally by the Care Quality Commission (CQC) who conduct periodic inspections and award an overall rating.
- The CQC has a quality and a market responsibility
- As at 1st March 2017, 116 care homes had received overall ratings:
 - 3 care homes are rated as ‘outstanding’ (3%) compared to 1% nationally
 - 92 care homes are rated ‘good’ (79%)
 - 19 care homes are rated as ‘require improvement’ (16%).
 - 2 care homes are rated as ‘inadequate’ (2%)
- 82% of Oxfordshire’s care homes are rated ‘outstanding’ or ‘good’ compared with 76% nationally



Outstanding services



- Three care homes in Oxfordshire have achieved an overall Outstanding rating:

Vale House, Littlemore	
CQC inspection area ratings (Latest report published on 25 May 2016)	
Safe	Good ●
Effective	Good ●
Caring	Outstanding ☆
Responsive	Outstanding ☆
Well-led	Good ●

The Grange Stanford in the Vale	
CQC inspection area ratings (Latest report published on 9 June 2016)	
Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Outstanding ☆
Well-led	Outstanding ☆

Cleeve Lodge Goring	
CQC inspection area ratings (Latest report published on 26 October 2016)	
Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Outstanding ☆
Well-led	Outstanding ☆

Local oversight of quality

- Alongside the national CQC process there is local management of quality and the market.
- A multi-agency Care Governance Group meets regularly to review serious concerns, safeguarding alerts, complaints, etc.
- We also collaborate in regional and national market intelligence groups.
- The CCG Quality Committee meets bi-monthly to ensure quality and clinical standards of healthcare are adhered to.

Support

- Care homes receive a range of support from the Oxfordshire health and social care system
- This includes:
 - Business advice and quality support from Oxfordshire County Council
 - Nursing and therapy support from Oxford Health NHS Foundation Trust
 - Nursing, therapy, and medical support from Oxford University Hospitals NHS Foundation Trust
 - Medical cover from primary care
 - Infection control support from public health

What does good look like

- At their best care homes provide the opportunity for people to live good fulfilling lives, with appropriate support.
- The best way to understand a good service is to ask a local outstanding home to describe how they work with their residents.