

# **Adopt a Care Home**

## **Promoting Quality in Residential Care Provision**

### **Purpose**

Adult Services Scrutiny Committee is invited to comment on proposals for Adopt a Care Home, and the questions being proposed for Elected Members to consider.

This scheme is intended to support Elected Members to visit care homes and extra care housing units, to build relationships with older people and with service providers, and to promote quality by championing the needs, views and experiences of people in their locality.

### **Introduction**

The Council's priority is to support older people to live in their own homes and remain active in their local community. The proportion of older people in the population continues to increase and we celebrate the fact of our ageing population. We want all people as they age to lead lives that are healthy and fulfilling. However they can become frail and a significant minority suffer from dementia, stroke or other long term conditions that impact on their health and well-being, generally leading to people needing support. The cost of caring for older people increases markedly with age, but also older people are often vulnerable and less able to voice concerns about their care.

The quality of care delivered to people in Oxfordshire is critically important to their wellbeing. Elected Members, Clinical Commissioners, Council Officers and the wider public all have an interest in ensuring that people receive the very best service for a given level of funding. There have also been a number of recent local and national cases where standards have fallen below an acceptable minimum in both domiciliary care services and in care homes.

The Council has a strong commitment to locality working and avoiding a 'one-size fits all' approach. We are actively encouraging greater community involvement and reducing our role as a direct provider of services. 'Adopt a Care Home' is about elected members, in their role as representatives and community leaders, developing a relationship with older people living in care homes in their locality. Through this relationship they can help to champion the needs of older people living in the area and promote good quality care through taking an active interest in the support that people are receiving.

### **Who lives in care homes?**

In Oxfordshire there are approximately 108 care homes for older people. About 4,200 older people live in care homes, of which 1,500 are paid for by the Council. While we are trying to reduce the number of people who move to care homes we recognise that some people chose to live in a residential care or nursing home and others have such a high level of need that they must have care round the clock.

## **How good are the care homes in Oxfordshire?**

In general, the quality of care in Oxfordshire is good and there is a good foundation of quality care home providers in the county. Reports by the Care Quality Commission (CQC) in 2010 showed that 86% of care home places in Oxfordshire were of good or excellent quality compared to 82% nationally. Care homes are registered with CQC and our Contracts team monitors the quality of care for the people that we fund (40% of the total).

Across Oxfordshire, people are generally happy with services they receive. The questionnaires returned in respect of care home services as part of a survey of 546 social care clients in February 2012 indicated that overall 91% were satisfied and only 2% were dissatisfied. However some people have difficulty communicating, especially those with dementia, and not everyone has relatives or friends who take an interest in their care once they move. Monitoring by the Council and by CQC is relatively light touch.

## **The role of Members and how you can help**

A number of Members have expressed an interest in taking an active role in promoting quality. Some have existing relationships with care providers in their local area (acting as Trustees and so on). Members also have excellent relationships with people in their locality, who may have relatives and friends in care homes. Service providers are keen to build relationships locally and showcase what they do.

The Joint Commissioning Team would like to build on this by supporting Members to visit care homes and extra care housing units on a regular basis. These visits will not be a formal part of our existing contract monitoring arrangements, will not fulfil a legislative requirement (in the same way as Corporate Parenting operates in children's homes for example) and are not compulsory for either the Member or the care home. However, they could form an important and less formal way for Members to build relationships with people living in care homes, with their relatives and with service providers, promoting good quality care by championing the needs, views and experiences of older people in their locality.

## **How this might work**

There is no set rule and no requirement to report back. However we will want to capture any concerns or good stories that members wish to share. The frequency of visits will vary based on the number of care homes in a locality, the amount of time the Member has available, any particular issues or concerns raised by local people and so on. Members may choose to 'adopt' a particular care home for a 12 month period and commit to visiting a set number of times, or to visit all care homes in their division at least once each year.

The care homes in the County are not evenly distributed, and many people are placed in care homes outside their place of previous residence. This can happen for many reasons, including particular specialisms that mean the individual's needs will be met as effectively as possible, availability of places, proximity to family or personal choice. Members may decide to visit care homes within their locality rather

than within their division, which may also increase the number of care homes visited in a 12 month period.

By way of an example, a map of the care homes and extra care housing units in the Abingdon locality is shown in Appendix A.

## **Next Steps**

The Chair of the Oxfordshire Carehomes Association is supportive of this idea, and the Joint Commissioning Team will contact individual care homes in advance to explain the approach and the difference to existing contract monitoring arrangements. The Joint Commissioning Team will also be able to arrange initial meetings with the care homes if helpful to do so.

## **Questions for Members to consider:**

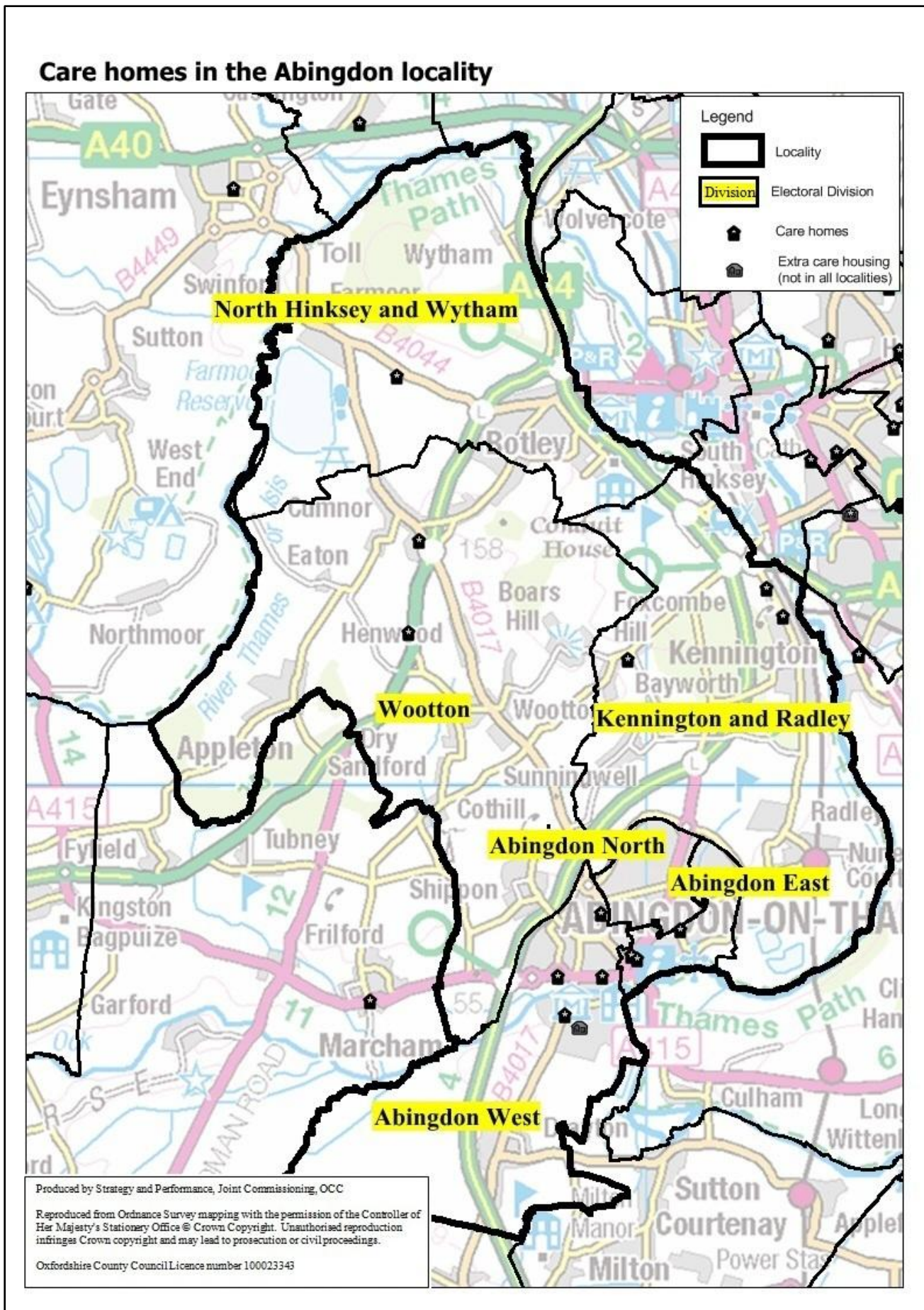
- 1. Would members like to visit care homes and extra care housing units to build relationships with older people and with service providers, and to promote quality by championing the needs, views and experiences of people in their locality?**
- 2. If so, would they like to 'adopt' a single care home for 12 months, visit all care homes in their division within a 12 month period, agree to visit all care homes in a locality between a group of Councillors, or take another approach?**
- 3. What support (if any) would Members like from the Joint Commissioning Team to help them do this?**

**Sara Livadeas**

**Deputy Director, Joint Commissioning**

**September 2012**

# Appendix A – Care Homes in the Abingdon Locality



<b>Care Home</b>	<b>Post Code</b>	<b>Address</b>	<b>Councillor(s)</b>
Old Station House	OX14 3US	Old Station Yard, Abingdon	Cllr Jones
The Haven	OX14 3PP	Radley Road, Abingdon	Cllr Jones
The Knowl	OX14 3JU	52 Stert Street, Abingdon	Cllr Jones
Abingdon Court Care Home	OX14 1AD	Marcham Road, Abingdon	Cllr CM Badcock Cllr MD Badcock
Leaffield Residential Care Home	OX14 1JF	32a Springfield Drive, Abingdon	Cllr CM Badcock Cllr MD Badcock
Mayott House	OX14 5DH	Ock Street, Abingdon	Cllr CM Badcock Cllr MD Badcock
Nicholson House (ECH)	OX14 5TT	Abingdon	Cllr CM Badcock Cllr MD Badcock
The Poplars	OX14 5HY	Drayton Road, Abingdon	Cllr CM Badcock Cllr MD Badcock
Kirlena House	OX1 5NZ	18 Kennington Road, Kennington, Oxford	Cllr Fatemian
Mon Choisy	OX1 5PE	128 Kennington Road, Kennington, Oxford	Cllr Fatemian
Oxford Beaumont	OX1 5DE	Bayworth Lane, Bayworth Corner, Boars Hill, Oxford	Cllr Fatemian
Oaken Holt House Nursing & Residential Home	OX2 9NL	Eynsham Road, Farmoor	Cllr Godden
Oxenford House	OX2 9RL	The Glebe, Cumnor, Oxford	Cllr Gearing
Shrublands	OX2 9QY	Faringdon Road, Cumnor, Oxford	Cllr Gearing