

JOINT RESPONSE OF ISLE OF WIGHT COUNCIL and ISLE OF WIGHT CLINICAL COMMISSIONING GROUP TO HEALTHWATCH 'HOME FROM HOME' REPORT – A HEALTHWATCH REPORT ON QUALITY OF CARE WITHIN RESIDENTIAL CARE AND NURSING HOMES ON THE ISLE OF WIGHT

November 2016 Statement

Isle of Wight (IoW) Council and Isle of Wight Clinical Commissioning Group (CCG) welcome the report from Healthwatch. We value the contribution that the report makes to recognising the good quality of care that residential care homes and nursing homes provide on the island and to highlighting where improvements are necessary so people living in the homes have a positive experience. We are committed to sharing good practice and driving up standards, fully endorsing the Healthwatch comment “that an outstanding level of care is not only achievable but essential to the well-being of older people”.

It was encouraging to read that “some homes had a clear vision and strong leadership which contributed to a culture of continuous improvement and a desire to improve the quality of life of the vulnerable people they support”. It was disconcerting to note that “other managers and their staff felt they were drowning in a wave of bureaucracy, paperwork and staff shortages, leading to an inevitable drop in standards and poor quality of care” and would want to see plans to address these concerns. However it was good to note that there is still a shared ambition to ensure all homes operate at a consistently good standard.

We are encouraged by the current Care Quality Commission ratings for the homes inspected by the regulator i.e. 53 ‘good’, 22 ‘requires improvement’ and 1 inadequate. It is clear there is still developmental and support work to be undertaken and the Healthwatch report provides valuable insight on this.

It is worth noting that increasingly people are being supported to live longer in their own homes with the support of their communities, domiciliary care and community services – which are undoubtedly a cause for celebration. However what this does mean is that those now going into residential care homes and nursing homes may have higher dependency levels than previously and require more care and support. Therefore commissioners and providers need to work closely together to ensure that care is delivered at the right level and of a consistent high standard.

It is noted that some of the information is a little dated – particularly the CQC inspection report outcomes.

Recommendations to Isle of Wight Council & CCG (page 46)

The recommendations are welcome. A number have been implemented or are in the process of being implemented.

1. The CCG and the Council are establishing an Integrated Quality Surveillance Group. The purpose of the Quality Surveillance Group (QSG) is to systematically bring together the IOW Council and the IOW CCG to share information. The QSG will be a proactive forum for collaboration, providing:

- A shared view of risks to quality and safeguarding through sharing intelligence;
- An early warning mechanism of risk about poor quality; and

- Opportunities to coordinate actions to drive improvement

The LA and CCG would welcome a discussion with Healthwatch about how they may wish to be involved in the QSG.

2. The LA and CCG are committed to providing regular communications with care home managers – in an integrated way. Provider Forums are sometimes joint and we are planning on issuing joint newsletters.

3. There is some agreement on the need for stable points of contact hence the introduction of functions such as the Single Point of Commissioning and Supplier Relationship Management Models (IOW council) and the Care Support Manager Post (IOW CCG.)

4. A Registered Managers Network was set up as a collaborative approach between the Local Authority and Skills for Care. The Local Authority supports the administration and coordination of the network and each meeting is attended by the regional manager from Skills for Care; however, the agenda is developed by the Registered Managers and independently chaired by a Registered Manager. The first meeting of the network was in June 2016 and it meets quarterly.

5. ***‘Commissioners should work with residential care and nursing home providers....’***

This is part of the quality monitoring role of the IOW Council’s Quality Assurance Leads and The Care Home Support Manager role in the CCG, as well as quality being an integral component of the Commissioning of placements by the CCG Continuing Healthcare Team.

6. Agreed

7. ***‘The Local Authority and Clinical Commissioning Group should complete regular quality monitoring visits....’***

A programmed quality monitoring approach using a ‘rag’ (red, amber, green) rating system is currently being introduced. As part of all quality monitoring visits conversations are held with residents, staff, relatives/friends and any other visitors to the home.