

Post Scrutiny - Executive Response

In Respect of: Scrutiny Review of Care Home Services in Tameside

Date: 8 April 2014

Cabinet Deputy: Councillor Brenda Warrington (Adult Social Care and Wellbeing)

Coordinating Officer: Paul Dulson, Head of Assessment and Care Management

Partnership: Health and Wellbeing Board

Recommendations	Accepted/ Rejected	Executive Response	Officer Responsible	Action By (Date)
1. That the Council work closely with Tameside & Glossop CCG to monitor the number of residents that are being admitted to care homes directly from hospital; and actively monitor capacity levels within intermediate care facilities.	Accepted	Monthly activity levels are available that indicate numbers of people being admitted to care homes and where they were prior to admission. Numbers being directly admitted from hospital is one of the key pieces of information being monitored. Intermediate care beds are monitored on a daily basis via the discharge meeting at the hospital with CCG and TMBC staff being included in the discussions.	Tricia O'Connell	Ongoing (Monthly and Daily)
2. That the Council work with care homes to monitor the number of short stays in hospital that result in a person that isn't a permanent resident losing their bed in a care home.	Accepted	There has been a change in procedure with regards people who are identified as needing long term care but haven't yet been made permanent in that if they are admitted to hospital, their funding will continue resulting in the person not losing their care home placement. Others who have only been in a care home for a short period (less than 4 weeks) who are still expected to return home will continue on that care journey if admitted to hospital. These numbers will be monitored.	Tricia O'Connell	Ongoing

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3. That the Council work with care homes and health partners to reduce the number of visits to Accident & Emergency.	Accepted	IRIS Work is being undertaken with care homes/CCG and NWS to reduce the number of calls and conveyances to A&E. This has included training and the supply of equipment	Sandra Whitehead	April 2014
4. That the Council work with care homes across the borough to continually promote the Enhanced Rate, highlighting eligibility criteria and the enhanced payments that are available following compliance.	Accepted	Care homes will be given the opportunity to apply for the Enhanced Rate on an annual basis. Discussion about the criteria and expected standards will continue to be highlighted during monitoring visits.	JC&PMT	On-going
5. That the Council work with care homes to encourage the sharing of internal monitoring information and reports.	Accepted	Care Homes will be asked to share their own internal quality audit reports as part of the triangulation of information to assess the quality of service provision	Tim Wilde	On-going
6. That the Council routinely reviews the number of beds on the framework and take the appropriate action to increase numbers should it be determined that this is required.	Accepted	There is a contractual agreement to review the number of beds on the Framework on an annual basis (February). In addition to this the number of beds will be reviewed should any homes on the Framework cease to trade or change the registration status of beds. A change in legislation, policy direction or local demographics will also trigger a review of the capacity of Framework beds.	Sandra Whitehead/ Paul Dulson	On-going
7. That the Council target homes with an increasing number of vacancies to encourage service users, relatives and carers to provide feedback on whether their general sense of belonging and wellbeing has been affected by a reduction of residents and/or a turnaround of staff etc.	Accepted	Operational Performance Officers from the locality teams are responsible for the reviews of people in all Tameside care homes. Sense of belonging and wellbeing is already considered during an individual's review but closer scrutiny will be built in if vacancy levels are particularly high or there has been a high staff turnaround.	Julie Moore	Achieved
8. That the Council look to include information from recent performance monitoring reports in the 'Residential and Nursing Homes in Tameside' booklet.	Accepted	Work will be undertaken with care home providers to develop an agreed approach in relation to the publication of performance results.	Tim Wilde	March 2015

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9. That Tameside Training Consortium actively monitors the demand for training in the care home market, with any significant changes being reported to the Council's commissioning team.	Accepted	Representation from the JC&PMT will continue to attend the Consortium Steering Group in order to achieve this. Training will continue to be discussed at the Care Home Provider Forum.	Lynn Taylor/ Tim Wilde	On-going
10. That the Council look to improve partnership working across the care home sector, with emphasis being placed on the aims and objectives of the Care Home Provider Forum meetings and improving attendance.	Accepted	Work is ongoing with the care home provider market with a view to improvement – it is clear from consultation that the current format and subject matter continues to meet the current need for the group. Questionnaire to be circulated to providers to determine their needs	Sandra Whitehead Sandra Whitehead	Ongoing October 2014
11. That the Council share information with Healthwatch in relation to care home vacancy levels and the risk profile of providers.	Accepted	Vacancy information will be circulated on a monthly basis. Risk information will be shared where appropriate.	Tim Wilde	Ongoing