

The Hertfordshire Care Quality Standard

How we assess the Standard

Commissioners gather information from a number of sources to judge quality:

- Information from the industry regulator – the Care Quality Commission (CQC) following their routine inspections of registered services;
- Quarterly meetings with the CQC to share concerns about quality or practice;
- Whistle-blowing, representations and complaints from people who use services, their family carers, care staff and citizens;
- Feedback from people who use services, and carers through our surveys - 'Have Your Say' and 'ASCOT' satisfaction;
- Information from independent watchdog of health and social care: Healthwatch;
- Feedback from our partners including GPs, Ambulance service and District Nurses
- Intelligence from Environmental Health Officers and Fire Inspections;
- Regular D & B credit checks of care providers to make sure they are financially stable and sustainable;
- Operational team intelligence.

We have set up a 'Hertfordshire Standard' email address as a repository for information which can be used by all stakeholders. Any concerns can be emailed in to:

careconcerns@hertfordshire.gov.uk

Risk analysis of providers: all providers are formally risk assessed using the East of England regional contract monitoring process. This prioritises providers based on key areas of information and enables better allocation of monitoring resources.

Contract Monitoring: a schedule of contract monitoring visits is undertaken by the council using a regional monitoring tool (PAMMS application). This gives a score against outcome areas, and priorities can be given to certain standards. We can also compare our care quality with our neighbours.

Status Report –Q2 July to September 2017

Domain 4: Suitability of Staffing	62.5% (Target 90%)	& Safety	
Domain 5: Quality of Management	57% (Target 88%)	Domain 4: Suitability of Staffing	74% (Target 81%)
Overall PAMMS % score	61.1% (Target 92%)	Domain 5: Quality of Management	74.5% (Target 70%)
Complaints upheld	39 (174)	Overall PAMMS % score	70% (79%)
Serious Concerns opened	0 (<3)	Complaints upheld	0 (< 3)
% SU that feel safe	94.8% (95%)	Serious concerns opened	3 (< 3)

Day Opportunities (42 Providers)

Information	Activity and RAG	
	OPPD	LD
Domain 1: Involvement & Information	0 % (89%Target)	0 % (89%Target)
Domain 2: Personalised care & Support	0 % (93%Target)	0% (93%Target)
Domain 3: Safeguarding & Safety	0 % (77%Target)	0% (77%Target)
Domain 4: Suitability of Staffing	0 % (88%Target)	0% (88%Target)
Domain 5: Quality of Management	0 % (92%Target)	0% (92%Target)
Overall PAMMS % score	0% (85%Target)	0% (85%Target)
Serious concerns opened	0 (1 Target)	0 (1 Target)
Complaints up held	0 (1 Target)	0 (1 Target)

Learning Disabilities Accommodation

(57 Resi Providers (105Services) & 35 Supported Living providers)

Information	Activity and RAG rate	
	Residential	Supported Living
Domain 1: Involvement & Information	82.5% (Target 86%)	72.5% (81%Target)
Domain 2: Personalised care & Support	82.5% (Target 90%)	75% (87%Target)
Domain 3: Safeguarding & Safety	76.25% (Target 86%)	80% (77%Target)
Domain 4: Suitability of Staffing	81.25% (Target 79%)	72.5% (84% Target)
Domain 5: Quality of Management	80% (Target 72%)	80% (74%Target)
Overall PAMMS % score	81.25% (Target 82%)	80% (80%Target)
Serious concerns opened	0 (<3 Target)	0 (1 Target)
Complaints upheld	0 (<3 Target)	0 (1 Target)

Older People's Accommodation (67 Provider's - 144 Services)

Information	Activity RAG Rate
Domain 1: Involvement & Information	74% (Target 77%)

How we enforce the Standard

Any areas of concerns which arise from our care contract monitoring visits result in the council requesting an action plan from the care provider. When the plan is agreed, the provider must act on the plan within agreed timescales. We will support providers to improve, giving advice on best practice and highlighting available training or other support.

Key themes emerging from monitoring visits - and the information gathered from partners and people who use services is collated and used by council staff in the 'Workforce Development Team' and Hertfordshire Care Providers Association to support focused training events for their members.

'Serious Concerns with a Provider' procedure: where a number of concerns about a provider or establishment have emerged and we believe people may be at risk, a serious concerns meeting is called and council staff, management from the provider and key stakeholders share information, highlight areas of concern and agree an action plan for improvement to agreed timescales.

If standards do not improve we will intervene and where necessary contracts are suspended and/or terminated.

Safeguarding meetings - our operational social work teams have responsibility for safeguarding vulnerable people and following the council's 'Safeguarding Adults from Abuse in Hertfordshire Protocol'.

Finally where service users are at risk we will support them and their families to provide alternative provision.

If you are worried about care standards or need more information, please email us at: careconcerns@hertfordshire.gov.uk

- Targets remain as previous year. Averages calculated assigning 100 points to excellent, 80 to good, 50 to RI and 0 to Poor.