

Quality Monitoring Summary - Quarter 4- 2017/18	Lead team
<p>Please note that 2017/18 saw the introduction of Provider Assessment Market Management System (PAMMS) across Hertfordshire which links provider information across the entire East of England. This change in the monitoring regime invalidates any benchmarking to previous activity.</p>	
<p>Day Services – Older People – Q4 ACS commissions 14 Day Services for Older People across Hertfordshire that are delivered by 3 external providers - Quantum, Runwood and Age UK. These services are assessed as low risk as they do not involve one to one care or lone working, and historically have low levels of concerns and safeguarding incidents. Therefore monitoring of these services has not been prioritised during 2017/18 to enable more monitoring resource to be committed to homecare. A programme of monitoring is planned for 2018/19.</p>	Integrated Community Support Commissioning Team
<p>Day Services – Older People – Previous scores for 2016/17 using the East of England Workbook Excellent – 13 Good – 2 Required Improvement – 1 Poor – 0</p>	
<p>Adults with Disabilities (AWD) Day Opportunities – Q4 In line with the 2016/17 monitoring priority list, no AWD day services were monitored during Q4; with the agreed PAMMS monitoring focus remaining on Supported Living. However, through 11 local Neighbouring Network meetings during Q4 we had intensive interaction and</p>	Community Commissioning – Adult Disabilities

<p>communication with Hertfordshire's day opportunity providers; engaging with them about quality service delivery in the future, identifying gaps and seeking feedback about proposals to develop more AWD provider forums. ire.</p> <p>As part of the creation of the new AWD Commissioning team, an additional monitoring officer has been recruited and through a team restructure a monitoring team has been developed. This monitoring sub-team will be reviewing monitoring priorities and develop an AWD monitoring model for the different parts of the AWD services.</p>	Team
<p>Scores in Day Opportunities Q4</p> <p>Excellent – 0</p> <p>Good – 0</p> <p>Required Improvement - 0</p> <p>Poor – 0</p>	
<p>Older People's (OP) Accommodation – Q4</p> <p>For residential care services it takes one officer four days to complete a full contract monitoring visit (2 days on site and 2 days preparation, write up, action plan development and desktop analysis. This quarter 33 services received a full contract monitoring visit (please note an additional 20 assessments were also undertaken on AWD accommodation – see below). 28 reports were completed during this period and the same number of reports published.</p> <p>The safety and quality of care for vulnerable adults remains our priority. For this reason a further 31 services received drop in visits prioritised on a risk basis resulting in a total, 64 of care homes visited this quarter. In Q4 no Older People services were referred to the Safety Improvement Process.</p> <p>In Q4 46.4% of OP residential providers were rated as either Good or Excellent, resulting a slight increase from Q3 (43.4%). For Q4, 13 providers were rated good and 15 providers require improvement. Providers that do not achieve a 'good' rating are required to develop an action plan which is used to monitor and assess improvement, which will include further monitoring visits.</p> <p>The main themes for care homes requiring improvement include suitability of staffing and quality of management. It has been noted staff retention, recruitment and training are issues for some providers which will</p>	Integrated Accommodation Commissioning Team

<p>influence the above. In addition, some care homes struggle with paper work (recording/reporting) and their own internal governance, and on occasions are unable to promptly identify areas of concern in their service.</p> <p>The above themes are discussed with specific providers and will be included in their action plans. The Council works with Herts Care Providers Association in order to influence their training and awareness programmes to ensure these are addressed county wide.</p>	
<p>Score Older People's Accommodation Excellent = 0 provider Good = 13 providers Required Improvement = 15 providers Poor = 0 provider</p>	
<p>Adults with Disabilities (AWD) Accommodation – Q4</p> <p>20 AWD providers received a full monitoring visit during Q4 with 20 assessments being completed and published.</p> <p>An additional 12 care homes for ADS services received a drop in visit, and the decision to visit these was based on intelligence the team received relating to these specific providers</p> <p>In Q4, 90% of AWD residential providers were rated good or excellent (3 excellent, 15 good and 2 RI)</p> <p>Some of the areas identified as requiring improvement are suitability of staffing (training) and quality of management (internal governance, audits, records)</p> <p>Action plans are developed with all providers scoring below Good in any area of the assessment. Using the smart tool in PAMMS, providers are required to set out key milestones, targets and timescales by which improvements will be made. Actions are closely monitored by the commissioning team.</p> <p>Any common themes identified are discussed on a regular basis with HCPA in order to ensure appropriate training and resources are available.</p>	<p>Integrated Accommodation Commissioning Team</p>

Score Learning Disability Accommodation Excellent = 3 providers Good = 15 providers Required Improvement = 2 provider Poor = 0 providers	
Adults with Disabilities (AWD) Supported Living – Q4 In Quarter 4 a total of 7 workbooks were completed. 5 providers scored Good and 2 providers require improvement. The monitoring officer is actively engaged with these providers to ensure implementation of actions plans and monitoring progress. Further visits were undertaken to an additional 8 providers to review previous action plans. In preparation for the Supported Living Framework procurement, engagement with Supported Living providers has intensified and various engagement events, including focus groups with Supported Living providers are underway.	Community Commissioning – Adult Disabilities Team
Score Supported Living (in house and external house) Excellent – 0 provider Good – 5 providers Required Improvement - 2 provider Poor - 0 provider	
Support at Home – Q4 There are 36 Support at Home providers requiring a contract monitoring visit using the PAMMS tool during 2017/18. All have been completed. 17 assessments were published during Q4. Of these 2 achieved an Excellent rating and 11 achieved a Good	Integrated Community Support Commissioning (ICS)Team

<p>rating equating to 76%. 4 providers achieved a Requires Improvement rating. 20 further monitoring visits were undertaken during Q4 to monitor new providers, follow up on action plans and provide ongoing support.</p> <p>Of the 4 providers rated Requires Improvement during Q4, 2 have submitted an improvement action plan to date, and the remaining two action plans are being developed. Concerns relate to a variety of themes; however the most common were quality of care planning documentation, auditing and governance processes and timing of care visits. A further provider is anticipated to achieve a Poor rating and is currently suspended for new placements and subject to the Council's Failure to Perform and Quality Assurance processes. We continue to work with operational colleagues to monitor this provider and reprovisioned service users where required. This is currently the only home care provider suspended for new placements. Suspensions for 3 providers were lifted during Q4.</p> <p>Goldsborough continues to be under the contractual Remedies <i>for Poor Performance</i> process and monthly strategic meetings are being held to monitor progress against an agreed action plan. Concerns relate to staffing levels and capacity to accept new packages of care. There has been a change of manager at the branch, and a review of the regional support going into the branch with a new Regional Director overseeing improvements, along with the company's central recruitment and business development teams.</p> <p>In March 2018 the LA was informed that Allied Healthcare, the parent company for Goldsborough, had applied for a Company Voluntary Agreement (CVA). ICS immediately increased monitoring activity, including weekly branch visits that focussed on service user satisfaction, the monitoring of late and missed calls and a review of electronic monitoring data. Daily assurance statements from the provider were requested and are being received. This is in addition to the existing improvement action plan in place that has a focus on recruitment activity and capacity building. ICS continue to offer intensive support to enable the required improvements to take place. The ongoing activity to support this provider is part of an overarching contingency plan to support service continuity in the event of major provider failure.</p>	
<p>Score Homecare Excellent – 2 provider Good – 11 providers Required Improvement – 4 providers Poor – 0 provider</p>	

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