

HEALTH SCRUTINY PANEL
27 NOVEMBER 2013
QUALITY OF CARE IN NOTTINGHAM CITY COUNCIL CARE HOMES
REPORT OF HEAD OF DEMOCRATIC SERVICES

1. Purpose

- 1.1 To consider the Council's role, as a provider of residential care, in ensuring that citizens living in the residential care homes that it provides receive safe, appropriate and high quality care.

2. Action required

- 2.1 The Committee is asked to use the information provided to inform questioning and discussion and to identify if there are any issues for further scrutiny.

3. Background information

- 3.1 The Mid Staffordshire NHS Foundation Trust Public Inquiry (known as the Francis Inquiry) identified appalling care and serious failings at Stafford Hospital including patients being left in soiled bedclothes for lengthy periods, lack of assistance with eating and drinking, dirty wards and toilets, and a lack of privacy and dignity. While this Report was about an acute hospital, the issues it raises about quality of care can be applied to the care home setting. The Panel will be aware of the spotlight that has been placed on care provided in the care home setting following cases such as Winterbourne View. The Report into Winterbourne View concluded that "staff whose job was to care for and help people instead routinely mistreated and abused them. Its management allowed a culture of abuse to flourish. Warning signs were not picked up or acted on by health or local authorities, and concerns raised by a whistleblower went unheeded".
- 3.2 While these are extreme examples, they raise important issues about the quality of care for vulnerable people, and the Panel wanted to be assured that the Council's role in relation to ensuring safe, appropriate and high quality care is being carried out effectively. This includes the role of the Council as both a commissioner and provider of services.
- 3.2 In July the Panel considered the Council's role in ensuring older Nottingham citizens living in residential care homes receive safe, appropriate and high quality care through management of the contracts it holds with care home providers. The Panel decided to include

consideration of the impact of the introduction of new residential care home contracts on quality in its work programme for 2013/14.

3.3 At this meeting the Panel will be looking at the Council's role as a provider of residential care. The Council operates 3 residential care homes for older people:

- Cherry Trees Resource Centre
- Laura Chambers Lodge in Clifton
- The Oaks Residential Care Home in St Anns

The Council, via the Quality and Commissioning Directorate, holds contracts to provide residential care at these homes. These care homes are subject to the same contract management arrangements as other residential care homes in the City. They are also subject to registration and inspection by the Care Quality Commission.

3.4 The Council also operates one residential home for people with learning disabilities – Oakdene Residential Home in St Anns.

3.5 In July the Panel heard that residential care homes for older people are scored on the quality of provision provided on a scale of 0–5 – with 5 representing highest quality and an aim to establish a minimum rating across the sector of 2-3. For 2013/14, the residential care homes for older people operated by Nottingham City Council were awarded the following quality bandings:

Cherry Trees	5
Laura Chambers Lodge	4
The Oaks	3

3.6 The Head of Service for Residential and Day Services and the Quality Assurance and Workforce Development Officer have been invited to the meeting to outline the Council's role and responsibilities in relation to the standards of quality of the residential care services it provides; how standards of quality are ensured and issues responded to; and how associated risks to the authority are identified and managed.

4. **List of attached information**

None

5. **Background papers, other than published works or those disclosing exempt or confidential information**

None

6. Published documents referred to in compiling this report

Transforming Care: A National Response to Winterbourne View Hospital
December 2012

Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry
February 2013

Report to and minutes of Panel's meeting held on 24 July 2013

7. Wards affected

All

8. Contact information

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