

Contracting and Performance Management in Residential Care

Strategy and Commissioning

Agenda

1. Contracting - Current Position
2. Quality Monitoring of Care Homes
3. Outcome of visits
4. Performance Management
5. Contract Escalation
6. Strategic Review of Care Home Provision
7. Pricing

Contracting for Residential Care: Current Position

83 Residential and Nursing Care Homes in Nottingham City

- 41 Older People
- 13 Mental Health
- 3 Physical Disabilities and Sensory Impairment
- 26 Learning Disability

CQC no longer define the category of care as part of the registration process. They will confirm whether the home delivers residential or nursing care services. Therefore the breakdown above is approximate as some providers offer services across various categories of care.

Quality Monitoring Framework

- Developed as a tool to measure quality of care provision – 43 indicators
- Same Framework used across all care provision (residential care, Home Care, CSE etc.)
- Robust guidance notes produced for Providers outlining what we will be looking at and where we would expect to find evidence/outcomes
- Highlights areas of excellence and poor performance through a scoring system
- Providers issued with copy of Framework prior to annual quality monitoring visit
- Assists Providers to assess quality assure their own services

Outcome of visits

	2014/15				2015/16		
	Red	Amber	Green		Red	Amber	Green
OP	14	16	9		4	22	13
PDSI	0	2	0		0	1	1
MH	2	5	3		1	6	3
LD	2	10	4		2	7	7
Total	18	33	16		7	36	24

Note that these figures will not match the totals on slide 3 as some homes have closed and some have opened so only used homes that had scores for both years

Performance Management

- Annual Quality monitoring visit completed
 - NCC visit Residential Homes
 - CCG visit Nursing Homes
- Action plans monitored with underperforming homes
- Monthly contract meetings with CCG
- Attend/engage monthly multi-agency Quality Assurance Information Meetings
- Attend/engage in Provider Investigation Procedure meetings
- Lead on Provider Failure Procedure
- Link with County Colleagues in relation to Provision in the County

Contract Compliance Escalation

Stages: -

1. Requirement to Improve
2. Contract Suspension
3. 90 Day Final Notice
4. Terminate Contract

Strategic Review of Care Home Sector

- Involving City and County Council as well as NHS commissioners
- Looking at what leads to quality provision
- Identifying markers for good and poor practice
- Developing processes across partners for managing poor performance

Pricing for Residential and Nursing Care Home Services

- Review of pricing was undertaken in 2012 to ensure a fair price for care was paid.
- Following consultation a four year approach to reaching a fair price was agreed.
- Nottingham City Council has one base rate for all residential and nursing care homes. Currently £469.28 per week.
- New contract included core elements which would be expected to be delivered as part of the 'core' service.
- Specialist services are agreed on an individual basis