

<b>Report for:</b>	Adults and Health Scrutiny Panel – 16th November 2023
<b>Title:</b>	Overview of Quality Assurance within the Adult Social Care Provider Market for Haringey residents (April-October 2023)
<b>Report authorised by:</b>	Jon Tomlinson, Senior Head of Brokerage, Quality Assurance and Commissioning
<b>Lead Officer:</b>	Richmond Kessie, Commissioning and Safeguarding Officer, London Borough of Haringey
<b>Wards affected:</b>	N/A
<b>Report for Key / Non-Key Decision:</b>	Report for Information

## **1. Describe the issue under consideration**

1.1 This brief paper reports on the most recent quality assurance activity carried out by Haringey Council (the Council), working in partnership with host local authorities, Integrated Care Board (ICB) and Care Quality Commission (CQC); providing a general overview of inspections carried out in the borough between April 2023 and October 2023.

1.2 It is worth noting from the outset the prevailing challenges and pressures for care providers. As reported to this committee previously, inflation and increases in Living Wage continue to cause cost pressures for care providers. Although these pressures have been mitigated by our annual inflationary uplift process which has seen a fair and equitable allocation of available funding to providers, given the limited funding available we have been unable to eliminate this pressure and continue to work with providers towards paying a fair cost of care across the provider market. There also continues to be significant recruitment and retention issues for the social care workforce nationally which is mirrored in Haringey and the wider North Central London (NCL) sub-region, only exacerbated by the cost-of living crisis. We continue to build close partnerships the provider market, with well attended monthly Provider Forums, and strive towards delivering high-quality and sustainable services.

## **2. Cabinet Member Introduction**

2.1 N/A

## **3. Recommendations**

3.1 The Adults & Health Scrutiny Panel is asked to note the paper and comment on the work to support and improve the care sector in Haringey.

#### 4. Reasons for decision

4.1 N/A

#### 5. Alternative Options Considered

5.1 N/A

#### 6. Background Information

6.1 LB Haringey is the host authority for 85 CQC registered providers. We commission in excess of 250 different CQC registered locations, with nearly 30% of these located within Haringey.

	LBH Commissioned Providers			
	Number of registered providers	CQC rated Good or Outstanding	CQC rated RI or Inadequate (%) - Commissioned by LBH	Not yet CQC rated
In-borough - Host	85	65	7	13
		76%	8%	15%
In-borough - Commissioned by LBH	72	65	7	0
		90%	10%	-
Out of borough - Commissioned by LBH	180	149	22	9
		83%	12%	5%

#### Providers requiring quality assurance intervention - active cases.

6.2 From a quality assurance perspective, the service is working with a number of providers in Haringey currently identified as requiring intervention by either or both the Council and the Integrated Care Board (ICB) and working alongside the CQC as appropriate.

6.2 There are currently nine providers identified as at high risk requiring intervention by either or both the Council and the ICB. Four of these providers are registered in Haringey and as such LB Haringey lead the activity of work for these providers. For the remaining five providers, the host local authority leads the work and LB Haringey feed into their activity and processes.

6.3 Table 1 below provides summary information of the nine providers currently identified at “high risk”, including an outline of the quality assurance interventions to date.

Provider	Service type	Local authority	Haringey Funded residents	Summary	Outcome
A	Residential Care	Haringey	Local Authority (4)	Rated Requires improvement May 23 in three areas – Safe, Effective and Well led.	Provider has provided an improvement plan with timescales. LD Team asked to review clients to establish their safety and to

					<p>report any concern to QA team to further investigate.</p> <p>Provider suspended from further business with Haringey.</p>
B	Residential Care	Haringey	Local Authority (2)	<p>Provision re-inspected following 06/21 inspection on 02/22.</p> <p>CQC did not find enough improvement had been made by the provider and therefore still in breach of regulations and rated Requires Improvement.</p>	<p>Met with the new manager – who has indicated there are areas that requires improvement and has produced an improvement plan with timescales.</p> <p>QA Team regularly meet with the provider to support with implementation of improvement plan.</p> <p>Provider suspended from further business with Haringey.</p>
C	Home care	Islington	Local Authority 117	<p>Whistleblowing re: no DBS on file for staff and carers not staying allocated time. Safeguarding Concerns re: carers not staying allocated time. Possible issue and breach of contract on new CQC registration. Visit completed and staff files were not fit for purpose. CQC inspection on 2/2/23 rated</p>	<p>Provider has produced an improvement plan with timescales.</p> <p>Regular QA visits and meetings to monitor staff files and client files.</p> <p>Regular meetings with the provider to monitor implementation of the improvement plan.</p> <p>Provider suspended from further business with Haringey. No concerns raised by care management reviewing officers.</p>

				Requires Improvement.	
D	Supported Living	Enfield	Local Authority 3	Whistleblowing alleging mistreatment of clients, lack of support, financial abuse, issues on premises around drugs, lack of activities.	Enfield leading the provider concerns process. LBH QA visits have been carried out to all provider provisions to ensure our clients safety. Teams have been asked to review all clients and feedback to QA.  Provider suspended from further business with Haringey
E	Support Living	Enfield	Local Authority 32	Numerous safeguarding at risk level MEDIUM/LOW and Enfield QA had concerns when visiting a few different provision.  Recent CQC inspection rated provision RI	Enfield leading the provider concerns process. LBH QA visits have been carried out to all provider provisions to ensure our clients safety. Teams have been asked to review all clients and feedback to QA.  Provider suspended from further business with Haringey
F	Home Care	Haringey	Local Authority 27	Whistleblowing alleging fraud around both DP payments and staff payments, and also Right to Work breaches	Provider has produced an improvement plan with timescales.  QA team visits has scheduled meeting with provider to monitor implementation of plan.  Provider suspended from further business with Haringey. No concerns raised by

					care management reviewing officers.
G	Residential/ Nursing Care	Haringey	Local Authority (70)	Concerns around 2 SARs open and 30+ Safeguarding Concerns since 2021.	<p>MDT Group chaired by ASC Service Director.</p> <p>LBH QA officers and ICB nurses spent two days at the provision, issues and concerns notified to the provider. Multiple concerns but not deemed to be of significant concern.</p> <p>Provider has produced an improvement plan with timescales to address concerns. Both LBH and ICB suspended further placements however LBH have lifted the suspension however ICB continued with the suspension.</p>
H	Home Care	Camden	Local Authority (98)	<p>Concerns raised regards to rise in safeguarding concerns been reported by and against provider.</p> <p>Recent CQC inspection rated provision RI</p>	<p>LBH QA visit completed to investigate the high level of safeguarding being reported. Safeguarding highlighted and being investigated by CQC and LBH Safeguarding Team. Improvement plan in place and timelines for actions to be completed in place.</p> <p>Provider suspended from further business with Haringey. No concerns raised by care management reviewing officers.</p>

I	Supported Living and Home Care Agency	Enfield	Local Authority (12)	<p>Significant gap between staff skillset and the needs of very complex out of borough LD/MH clients.</p> <p>Numerous safeguarding alerts regarding administration of medication.</p> <p>Recent CQC inspection rated provision RI.</p>	<p>Enfield leading the provider concerns process.</p> <p>LBH QA visited client's safety.</p> <p>Meetings held with provider jointly with LD/MH Teams to discuss and address skill shortage concerns with no outcome.</p> <p>CQC informed.</p> <p>Provider suspended from further business with Haringey. Client welfare checks completed.</p>
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### New and closed services

6.4 Since April 2023, four locations have closed in Haringey, and one provider has given notice to close their service.

6.5 Since April 2023, one Provider, a domiciliary care agency, has registered in Haringey.

### CQC Inspections

6.6 Seven locations in Haringey have been inspected by the CQC in the past 12 months:

- Five went from Requires Improvement to Good.
- One did not improve on their Requires Improvement rating.
- One went from Good to Requires Improvement.
- No registered service in Haringey was rated Outstanding or Inadequate during this period. (see table 2 below)

	Outstanding	Good	Requires improvement	Inadequate	Total
Community based	0	2	0	0	2
Care homes	0	2	2	0	5
<b>Total</b>	<b>0</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>7</b>

## Registered Locations in Haringey

6.7 As of October 23, there were 85 registered care locations in Haringey. (see table 3 below)

<b>CQC Rating</b>	<b>Residential</b>	<b>Nursing</b>	<b>Home care</b>	<b>Total</b>
<b>Outstanding</b>	0	0	1	<b>1</b>
<b>Good</b>	25	1	38	<b>64</b>
<b>Required improvement</b>	2	0	5	<b>7</b>
<b>Inadequate</b>	0	0	0	<b>0</b>
<b>Not Yet Rated</b>	0	0	13	<b>13</b>
<b>Total</b>	<b>27</b>	<b>1</b>	<b>57</b>	<b>85</b>

6.8 As of October 2023, Haringey commissions with 72 of the registered care providers located in the borough. Of the 72 registered locations in the borough that Haringey commissions with, one is rated Outstanding, 64 (89%) are rated Good, seven Requires Improvement. (see table 4 below)

<b>CQC Rating</b>	<b>Number of registered locations</b>
Outstanding	1
Good	64
Requires improvement	7
Inadequate	0

6.9 Out of 7 locations rated Inadequate (0), requires improvement (7), we have pre-existing placements at three locations. Quality Assurance visits and activity will continue at each of these locations, and welfare visits will be requested wherever necessary.

## Un-commissioned Locations in Haringey

6.10 As of October 23 of the 13 locations in the borough that Haringey does not currently commission, all are CQC not yet inspected.

## Out of Borough Placements

6.11 As of October 2023, there are 180 out of borough placements. (see table 5)

<b>Rating</b>	<b>Number of registered locations</b>
Good or Outstanding	149

Requires Improvement or Inadequate	22
Uninspected	9
<b>Total</b>	<b>180</b>

## **Quality Assurance and Contract Monitoring (QACF) Framework**

6.12 LB Haringey has launched its Quality Assurance and Contract Monitoring (QACF) Framework, which aims to embed more proactive approach to Quality Assurance and Contract Monitoring. As part of the Framework Referral the following changes will be introduced over the coming months: a more streamlined referral process for raising provider concerns; establishment of a QACM Board; introduction of a QACF Dashboard of provider services; and resident and carer involvement in quality assurance.

## **7. Statutory Officers comments (Chief Finance Officer (including procurement))**

### **7.1. Finance and Procurement**

7.1.1 This is an update report for noting and as such there are no direct financial implications associated with this report.

### **7.2. Legal**

7.2.1. This is an update report for noting and as such there are no recommendations for action that have a direct legal implication.

### **7.3. Equality**

7.3.1. This is an update report for noting and as such there are no recommendations for action that have an Equality implication.