

Report for: Adults and Health Scrutiny Panel

Title: Overview of Provider Market in Haringey

Report authorised by: Charlotte Pomery, Assistant Director of Commissioning, London Borough of Haringey

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Ward affected: All

Report for Information

1. Describe the issue under consideration

- 1.1** This brief paper reports on the most recent commissioning and quality assurance activity carried out by Haringey Council (the Council) providing a general overview of inspections carried out in the borough and those planned for the future by the Care Quality Commission (CQC) within Haringey.
- 1.2** It is worth noting from the outset that the Covid-19 pandemic has had – and indeed continues to have – a significant impact on the local care sector, in Haringey as across the country. Whilst different care settings have had to respond differently to the issues raised by the pandemic, there are some common themes around infection control, provision of Personal Protective Equipment (PPE), access to testing, family involvement and implementation of vaccinations for both residents and staff.
- 1.3** The increased profile for the care and support sector nationally is to be welcomed particularly where it is supported by additional central government funding to enable robust delivery of improved outcomes.

2. Cabinet Member Introduction

- 2.1** N/A

3. Recommendations

- 2.1** The Adults and 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 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 Clinical Commissioning Group (CCG) and working alongside the CQC as appropriate. The table below gives the type of establishments, summary of the concerns, number of clients and the outcome of interventions to date.

Service type	Local authority	Haringey Funded residents	Summary	Outcome
Supported living	Enfield	Local authority (17)	Currently rated 'Good' by CQC, however there is a gap between staff skills, expertise; training and the needs of very complex clients;	<p>Provider was under Establishment concerns process; Embargo lifted pending ongoing monitoring;</p> <p>Regular meetings with provider arranged to discuss safeguardings, referrals and admissions, staff training, testing and vaccinations.</p> <p>There is a gradual increase in staff and residents uptake in vaccinations. Weekly meetings to continue</p>
Home care	Haringey	Self funder (1)	Currently rated 'Inadequate' by CQC and therefore in special measures.	Provider continues to remain suspended on DPS; Improvement plan has been requested
Home care	Haringey	Local Authority (72)	Numerous complaints in relation to missed and late calls; provider responsiveness; monitoring arrangements	<p>Embargo in place under Establishment concerns process. Provider currently rated requires improvement in latest CQC inspection. Commissioning meeting with provider held and improvement plan being developed.</p> <p>Recent commissioning QA visit has been positive. Follow up Establishment concerns held in March 2021. Embargo in place with continued monitoring arrangements.</p>

Extra care scheme	Haringey	Local Authority (55)	Numerous complaints; safeguarding; whistleblowing concerns	Ongoing monitoring of service improvement continues. Provider has been suspended from receiving new placements. All residents currently being reviewed in light of the recent focussed CQC inspection
Residential	Haringey	Local Authority (4)	Previously under Establishment concerns process; significantly under occupied	Provider rated Requires Improvement; safeguarding investigation underway; Support offered to provider in relation to go through their finances. Concerns around low occupancy within the home and business sustainability
Residential and supported living	Haringey	Local Authority (73)	Whistleblowing concerns raised around treatment of staff, employment contracts and concerns around bullying and intimidation. High turnover of staff resulting impacting service delivery specifically for service users with complex needs. Safeguarding issues related to staff training and conduct. Case around use of prone restraint	Provider rated Good currently. Concerns shared with CQC. Concerns discussed with provider and improvement plan requested as existing approach to recruitment, contracts and management of staff is not sustainable. Provider is willing to work with the council to make necessary changes. Currently considerations being made to initiate Establishment concerns procedure
Home care provider	Haringey	Local Authority (10) adults (3) children	Provider has been recently inspected by CQC and softer intelligence shared with the Council.	CQC's report draft report has been shared. Provider has been rated Inadequate. Provider has been suspended temporarily from DPS and bundled hours pending

				<p>publication of the final CQC report.</p> <p>Meanwhile as risk mitigation no new packages would be commissioned. All service users are being reviewed in light of the information.</p>
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6.2 5 CQC inspection reports have been produced between June 2020 and June 2021, of which 1 has been rated 'Good', 2 rated 'Requires Improvement' and 2 rated 'Inadequate'.

6.3 There have been a number of closures of provisions over the past 12 months in Haringey.

Provider	Type of service	Reason
Endymion road (Choice support)	Residential (Learning disabilities)	Business decision
Burghley road (Vibrance / HAIL)	Residential (Learning disabilities)	Building not fit for purpose
Mary Feilding / Highgate care home	Residential (Older people)	Building not fit for purpose

6.3.1 The Mary Feilding Guild was a 43 bedded residential home based in Highgate which had 16 self-funded service users at the point of the sale of the home. Following the sale, the provider notified the Council that the home had been sold to a new provider and had been re-registered with CQC as Highgate House Care Home. The new provider served 3 months' notice to residents as they assessed the building as not being fit for purpose due to Health and Safety reasons. Following weekly meetings with the provider to support good care for residents, all residents were supported to move to alternative accommodations by 6th May 2021.#

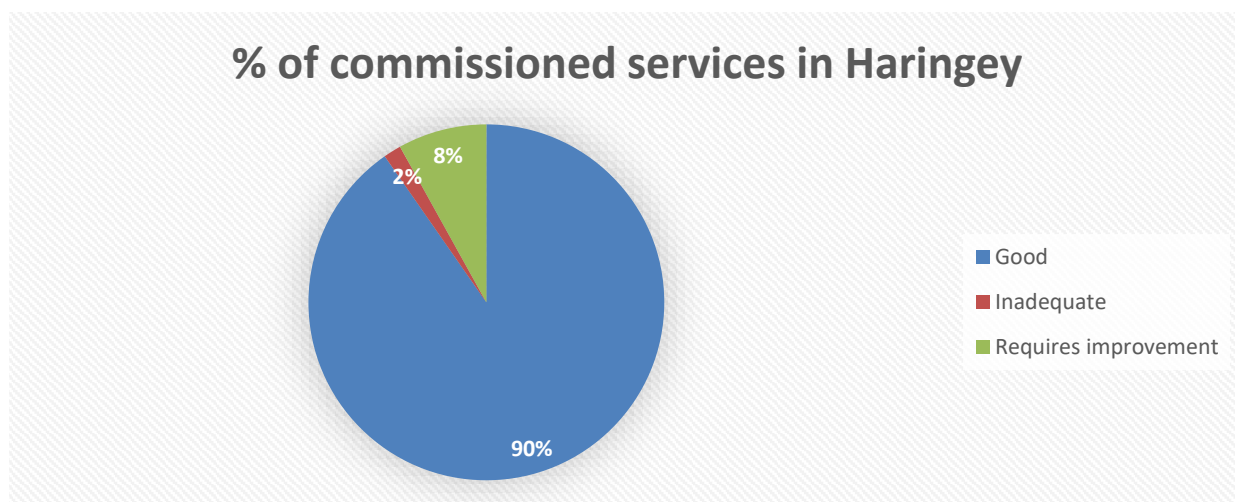
6.4 There are 6 new providers registered with the CQC since March 2021 within the borough of Haringey. As yet, in line with policy, the Council does not commission with these providers and will not until the first good or outstanding CQC inspection rating has been delivered:

1. Foos care ltd
2. Indecare ltd
3. Raven care ltd
4. Bravo care
5. Daisy Care services
6. Empowerment Healthcare

6.5 Of 32 locations overall rated Inadequate, Requires Improvement and Uninspected in Haringey, the Council has pre-existing placements with the following 6 locations. The

Council's quality assurance approach is to work with the provider to improve quality overall and to support the provider's response to the Care Quality Commission's recommendations. There is a shared recognition of the additional pressures responding to the pandemic has brought for care providers who have had to respond to workforce pressures (due to sickness, self-isolation and childcare responsibilities), anxiety and rapidly changing policy positions, pressures on discharges and increased focus on infection control.

Provider Name	Location Name	Service type	CQC Rating	Overall
Earlybirdcare Ltd	Alexandra Park Home	Residential	Requires improvement	
Chitimali Locum Medical Limited	Earlham House	Residential	Requires improvement	
Panacea Senior care limited	Panacea Senior care	Home care	Requires improvement	
Ashness Care Limited	Ashness view	Residential	Requires improvement	
Embrace UK Ltd	Embrace UK	Home care	Requires improvement	
One Housing Group	Roden court	Extra care	Inadequate	



CQC Rating	Number of registered locations
Good	56
Requires improvement	5
Inadequate	1

% of uncommissioned services located in Haringey



CQC Rating	Number of registered locations
Requires Improvement	1
Inadequate	1
Uninspected	25

7. Response to Covid-19

- 7.1 Since March 2021, no new confirmed COVID-19 cases have been reported in Haringey care homes. Haringey Care Homes continue to follow national COVID-19 testing guidance for all residents and staff.
- 7.2 The roll out of the vaccination programme for residents and staff commenced on 24th December 2020. The vaccination programme includes people living and staff working in Older People and Learning Disability accommodation. All local care homes have received an initial visit from the Primary Care vaccination team to administer the first dose of the vaccine to residents and staff. The vaccination team recommenced visits from 17th March 2021 onwards to administer the 2nd dose of the vaccine.
- 7.3 The uptake of the first dose of the vaccine amongst care homes residents is 85% while 81% for second doses. However, vaccine hesitancy amongst care homes staff has resulted in low uptake of the first dose of the vaccine (76%). To increase the number of staff vaccinated uptake the CCG in partnership with the Local Authority and Public Health team have collaborated on a series of webinars, provider forums, recruiting vaccine champions, individual Q&A vaccine sessions with providers, 1:1 offer for staff to consult with Public Health.
- 7.4 At the start of the pandemic, there were 33 care homes with 490 beds in Haringey, including Learning Disability & Mental Health Care Homes. During the initial national Increase in Coronavirus (COVID-19), infection rates between March and June, 10 outbreaks were declared in Haringey Care Homes. Sixty-one care homes residents died during this period. It is not possible from the data available to report the number of care home residents who tested positive for COVID-19. Deaths have subsequently reduced

significantly and continue to be low. In the initial period of the pandemic, care providers faced a number of challenges:

- Access to and appropriate use of Personal Protective Equipment (PPE)
- Care homes staff infection prevention & control skills and knowledge e.g. PPE Donning & Doffing
- Information & Guidance
- Workforce availability & Financial cost of supporting staff and implementing guidance
- Hospital Discharge – clarity on testing, national guidance and specific COVID-19 out of hospital care
- Clinical Support – Access to clinical support for residents and psychological support for staff

7.5 In response Haringey Council, NHS North Central London Clinical Commissioning Group (NCL CCG) Haringey Directorate and Haringey Public Health Team, working in partnership with local care homes providers and North Central London Integrated Care System implemented a number of measures.

1. Infection prevention & control guidance via webinars and local infection control helpline
2. Local Director of Public Health Weekly Care Homes briefings and dedicated COVID19 Council social care providers website
3. Daily calls to care homes and home care providers initiated by Health & Social Care Quality Teams
4. Local authority provided emergency PPE to care homes and home care providers
5. Clinical Support – including palliative care, mental health crisis and advice
6. Care Homes received grant payments through the Council from central government
7. Testing – access to COVID-19 test
8. Workforce – link to NCL Proud to Care workforce portal
9. Roll out of vital signs equipment – thermometers, pulse oximeters, blood pressure monitors, pen torches
10. Weekly surgeries for providers to drop in for consultation on covid related issues

8. Contribution to Strategic Outcomes

8.1 Meeting the needs of local residents through the provision of high quality care enables key elements of the Borough Plan 2019 – 2023 and enables delivery of statutory obligations under the Care Act 2014.

8. Statutory Officers comments (Chief Finance Officer, Procurement, Assistant Director of Corporate Governance, Equalities) – Not applicable

8 Use of Appendices

8.1 N/A

9 Local Government (Access to Information) Act 1995

10.1 N/A