
Residential and Nursing Care in Tameside

Integrated Care and Wellbeing Scrutiny Panel
13 September 2018

Regulatory Context

- Care Quality Commission register and inspect every care home in England
- Homes are all registered as care homes (with or without nursing)
- Homes are inspected on a “regular basis” although frequency depends on current rating
- Each home carries an overall rating

Regulatory Context (Continued)

- The ratings are Outstanding, Good, Requires Improvement and Inadequate
- The inspection methodology focusses on five key domains:
- Safe, Effective, Caring, Responsive and Well-led
- Each of these domains carries its own rating

The Council's role

- The Council has no regulatory powers to inspect a home
- The Council does have a contractual power to ensure people are receiving the care that meets their needs
- The DASS has statutory role in terms of safeguarding
- The Care Act gives the Council a statutory role when there is market failure

Commissioning Arrangements

- The Council and the CCG work with individuals and their families to commission placements at homes (usually within the borough)
- We pay the providers £496.00 per week for a residential placement and £673.11 per week for a nursing placement
- Individuals pay a contribution to their fees depending on their financial position

Market in Tameside

- There are currently 38 homes in Tameside (one is currently closed for refurbishment)
- There are 1606 beds
- 27 are residential homes with 1,038 beds
- 11 are nursing with 568 beds
- As of the 21 August 2018 - Nil are rated outstanding, 20 are rated good, 13 are rated requires improvement, 3 are rated inadequate, 2 yet to be inspected

Quality Improvement Team

- Support to independent providers to improve quality of service provision.
- Primary focus homes rated inadequate/requires improvement with the ambition to move ratings to good and outstanding.
- Funded by TMBC, multi-agency team.
- Joint working with providers, not an inspection focus.
- Offer leadership and direct support.

Next Steps

- Quality
- Market sustainability
- Fee levels
- Complexity of Need and local provision
- Living well at home
- Supported housing
- Younger people

Key Lines of Enquiry for Inspecting Adult Social Care

The Care Quality Commission (CQC) independently regulates health and social care services across England. The CQC has key lines of enquiry (KLOE), prompts and sources of evidence to help inspectors answer five key questions on whether the provision is:

- Safe
- Effective
- Caring
- Responsive
- Well-led



Is it safe?

Safeguarding and protection from abuse

Managing risks

Suitable staff and staff cover

Medicines management

Infection control

Learning when things go wrong



Is it effective?

Assessing needs and delivering evidence-based treatment

Staff skills and knowledge

Nutrition and hydration

How staff, teams and services work together

Supporting people to live healthier lives

Accessible premises

Consent to care and treatment



Is it caring?

Kindness, respect and compassion

Involving people in decisions about their care

Privacy and dignity



Is it responsive?

Person-centred care

Concerns and complaints

End of life care



Is it well-led?

Vision and strategy

Governance and management

Engagement and involvement

Learning, improvement and innovation

Working in partnership

Rating Characteristics

☆ Outstanding

● Good

● Requires improvement

● Inadequate

As part of the CQC inspection process, each of the five key lines of enquiry is rated. These range from Outstanding to Inadequate. To produce an overall judgement for a care home all areas are taken into account.