

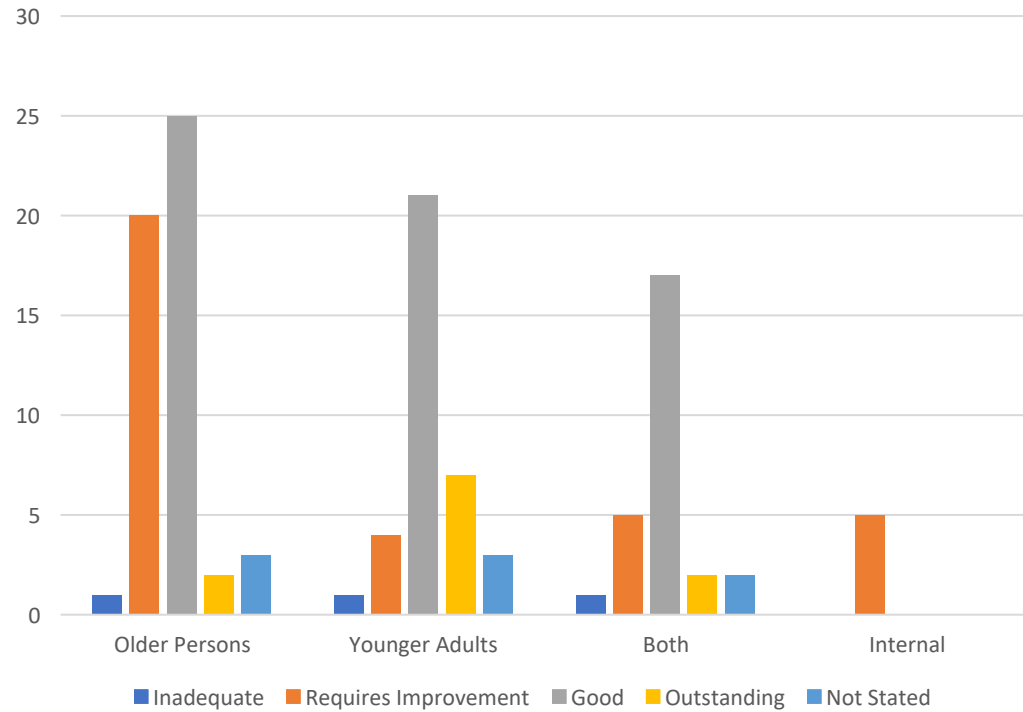


**West
Northamptonshire
Council**

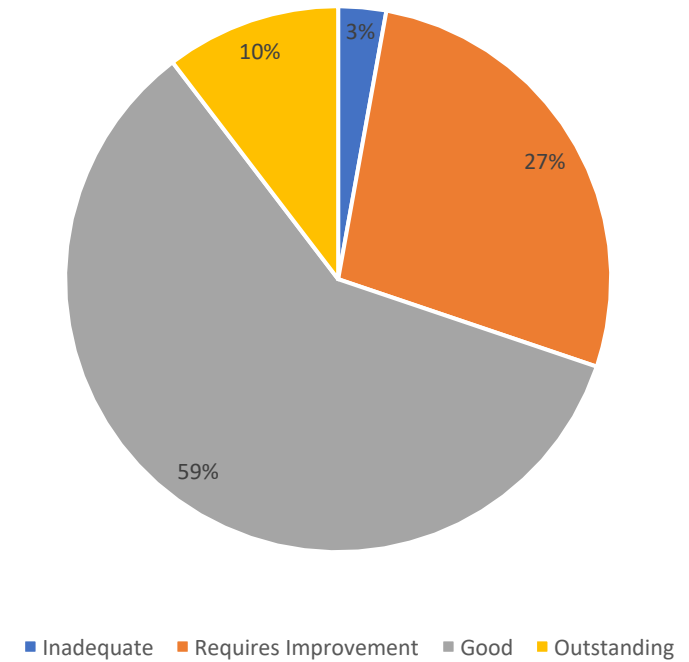
Quality In Care Homes

6th September 2023

WNC CQC Profile

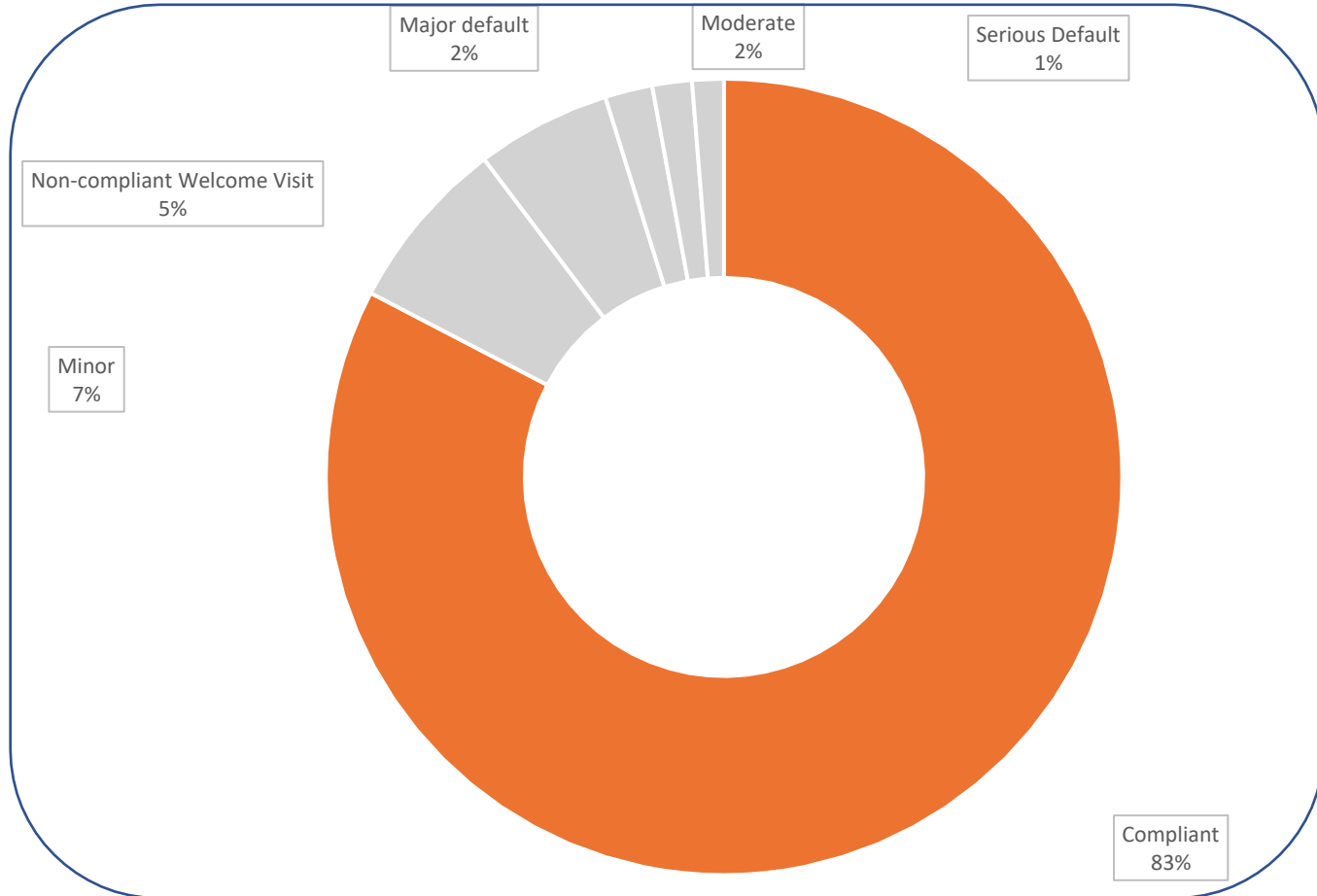


Percentages



Compliance Summary

| Contract Compliance Status | Definition |
|-------------------------------|---|
| Compliant | The provider meets and can evidence the required standard of the relevant WNC (West Northants Council) Contract. |
| Minor Contractual Concerns | The provider is not meeting minimum standards as set out in their contractual obligations. There is a need to improve but Customers are not deemed to be at direct or immediate risk. |
| Moderate Contractual Concerns | The provider is not meeting minimum standards as set out in their contractual obligations. There is a potential that customers are at risk through the areas of non-compliance, but it is not direct or immediate |
| Major Contractual Concerns | The provider is not meeting minimum standards of their contractual obligations and customers are deemed to be at direct and immediate risk. |
| Serious Default | The provider is not meeting minimum standards of their contractual obligations and there is deemed to be a serious or dangerous breach of standards and/or customer safety. |



What have we done to support Care Homes?

- New contract framework
 - Live in May 2023 for 10 years
 - 59 providers across WN signed up
 - New contractual standards around quality and innovation
 - New enhanced fee rates promoting sustainability and innovation
 - Increased quality monitoring requirements
 - ICB to joint framework
- Collaborative Quality Monitoring with ICB
 - Opportunities explored to share resources
 - Utilising the clinical expertise of the ICB Quality Team
 - Joint Quality Improvement Programme agreed (see next slide)
 - Improved strategic improvement programme driven by the Quality Board
- Intensive Quality Support Offer
 - Tiered offer of support to ensure we support the highest priority providers
 - Hands on support offer to help providers manage improvements plans
 - Engage with service users and consider the views of people receiving the services
- Robust Escalation Processes
 - MDT approach to tackle significant concerns
 - Ensure the safety of people come first
 - Ensure safeguarding concerns are dealt with quickly and effectively.

Mission:

- To reduce hidden costs relating to hospital admissions relating to poor quality care
- Provide better quality care to vulnerable people
- Help our providers to become viable and sustainable business so they are in important part of our communities

Objectives:

- To have no inadequate rates services in West Northamptonshire
- To improve the number of requires improvements services to less than 20%
- Focus development of the market onto “Safe” and “Well Led” KLOE’s as these will reap the most benefits
- Move up the CQC National Statistics Timetable



How are we going to achieve our objectives?

