

A summary of actions we are taking to both assess and mitigate the risks in the residential care sector, and also assure ourselves about standards of care.

2010 / 11

Care Home Review Team

- We have responded to the reorganisation and reduction in capacity of CQC by ensuring we retain a Residential and Nursing Care Home Review Team whose role it is to regularly review individual residential service users' care plans.
- We also have a Care Home Practitioner based within the team, whose role it is to support improvements in the care offered by the homes and to promote best practice. The team works with care homes to ensure they improve the quality of care following a safeguarding alert. This advice and support is offered, and a risk assessment undertaken before any final decisions are made to decommission the home.
- The Care Home Review Team is made up of social workers and nursing staff and will visit care homes who require more intensive support. This can be on a daily basis if necessary including unannounced spot checks, which can be in the evenings, early mornings or at weekends.
- We have undertaken **22** unannounced visits in the last 12 months.

Training

- We have a formal safeguarding training programme in place which ensures that care staff are made aware of their role in alerting poor practice.

In 2010/ 11 the following number of people were trained:

Independent Sector	-	842
P.C.T. staff	-	176
PCC staff	-	129
Police staff	-	10

- We have recently introduced a second level of training for Registered Managers of Care Homes and Domiciliary Care agencies called 'Registered Managers Training'. So far we have trained **14** managers. This course is ongoing and was developed to support managers around safeguarding as the CQC role has reduced.

- In terms of service user involvement in safeguarding training, we have a group that meets quarterly and links into the safeguarding board. They work together to help us with our annual service users' conference.
- Self-protection training for service users is also in place and since April 2010 we have trained 205 service users in keeping safe. It is designed for people living in care homes, and also in the community. It raises awareness of what abuse is and how to report it. It has been independently evaluated.
- In addition, during October, November and December 2010, the PCC and PCT safeguarding managers visited all the district nursing teams to explain about the changing role of CQC and how they needed to be more vigilant. They were reminded of their role as alerters while in all Care Homes, and in addition to report any minor concerns on an incident form to the PCT Safeguarding Adult lead so this can be monitored, shared appropriately with the Review Team and further investigated if necessary.
- The same message about being aware is regularly repeated to PCC and Police staff through team meetings and Best Practice meetings.
- Plymouth has a dedicated police safeguarding investigation team of skilled and experienced detectives in abuse led by a Detective Sergeant. They also work proactively to promote adult safeguarding, and not only investigate adult safeguarding within the Plymouth City area but provide expert advice to fellow officers and will make joint visits where appropriate to support the review team.
- All of the above provides a network of people who are able to raise issues around care home quality so that the review team can respond accordingly.
- Other initiatives include the Dignity in Care Homes Forum which has won a national award and has established quarterly meetings to offer opportunities to care home managers and owners to access support from colleagues in the sector and from health and social care in improving quality and standards.

Adult Safeguarding Board – Please note that not all areas currently have such a board

- All safeguarding activity is reported through to the Safeguarding Board we have had this in place for 8 years. The Safeguarding Team have been recognised nationally as providing a good safeguarding model. The Safeguarding Board is a multi agency board from across health, the council, police, private and independent sector.

****The annual report is attached.****

2011/ 12

- All safeguarding alerts are now being co-ordinated through a central point of access so that we can monitor patterns of poor practice. All calls from the public are directed from the contact centre to this central point. This has led to improved access and better screening.
- This year we have co-ordinated the regional development of the Dementia Quality Mark which is an accreditation system for care homes specialising in dementia care. This is being rolled out across the care homes in Plymouth.
- We have also offered training to care staff in person centred dementia care as part of the Dementia Strategy.
- We are currently reviewing of all out of area placements of service users so that we can be assured of the quality of service provision and return people back to Plymouth where possible.
- In relation to issues relating to the financial viability of the care home sector we have planned meeting with Southern Cross and have reviewed all the people living in the Plymouth Southern Cross establishment. We are jointly monitoring the quality of care within this home with health colleagues.

Despite all of the above we recognise that some care homes are not financially sustainable as they are reliant on income from high levels of occupation. Councils cannot guarantee business to the care home sector and over the last 5-10 years the development of alternative choices for older people such as extra care housing and increased investment in domiciliary care has adversely affected both the national and local care home sector. We would of course respond on an individual basis to any care home operator whose business was at risk if asked to do so.