Aims of Presentation

• To give a context to the work with care homes within Croydon

• Response to the recent media article in The Times 3rd December ‘Thousands condemned to live in squalid care homes’
The Context

• Croydon has the highest number of care homes within the 32 London Boroughs – 170

• Barnet – 122
• Bromley - 80
• Southwark - 64
• Average across London - 59
Star Ratings from the Care Quality Commission

• Only one zero rated home within Croydon as at 7th January 2010 – no service users at the home

• 14 one star rated homes – all of whom have been supported by the CHST

• 86% of Croydon homes rated as good or excellent
Star ratings in Croydon homes

- 2* (120 ratings)
- 3* (40 ratings)
- 1* (10 ratings)
- 0* (2 ratings)
- Not yet rated (0 ratings)
How Croydon has improved care in our homes

• Multi-agency funding for the Care Home Support Team
• Commissioning of specialist advanced SVA course targeting care home senior staff
• Quality development forums
• Safeguarding within commissioning and contract
• Development of serious concern about provider protocol
• Joint response with PCT and SLAM partners to providers
Serious Concerns Statistics from Croydon
April 08- Jan 10

26 care homes have been within serious concerns about a provider of these:
   – 8 Nursing Homes
   – 18 Residential Care Homes (3OP, 2 PD, 8 LD, 5 MH)

Of the 29 Nursing Homes 8 have been in SC (27%)
Of the 141 residential homes 18 have been in SC (13%)

No serious concern referral has been received for a day centre, domiciliary agency or adult placement scheme.

Of those deregistered homes 5 have been within the serious concerns protocol.
Care homes supported by CHST

- 45 registered care homes
- 7 Supported Living Projects

- CQC have confirmed some homes have improved their star rating as a direct consequence to the involvement of the CHST

- Emerging theme of work with private hospitals
Proactive Work with care homes – What we know as risk factors from our own learning

- Previous concerns
- Leadership
- Staff Knowledge, behaviour and skills
- Service user behaviour
- Commissioning and contract compliance
- Isolation
- Standards of care
What Has Constituted a Serious Concern Referral

- Zero rating from Care Quality Commission
- Death or serious injury to a service user linked to systems, structure or culture of provider
- Tissue Viability Issues
- Financial Abuse or Mismanagement
- Medication Administration Issues
- Pattern of Safeguarding Referrals emerging
- Poor professional practice i.e. lack of care plans
- Lack of notification of safeguarding and significant incidents
- Crime having been reported