

APPENDIX D

THE QUALITY MONITORING SYSTEM

The care homes with and without nursing that are owned by those providers accepted onto the framework agreement plus the 8 BUPA managed care homes with and without nursing on the block contract will be evaluated on an annual basis in accordance with the system that is currently being introduced as part of the process for monitoring the quality of care homes within Central Bedfordshire.

This quality monitoring system will rate each care home and allocate them to a quality performance band, similar to the Ofsted system of rating schools. Each care home will initially be given a score within the five domains of the quality monitoring system based on the monitoring visits that have been carried out in the 18 month period from April 2012 to October 2013.

These scores will then be aggregated to give a composite score that equates to one of the following four quality performance bands:

1. Excellent
2. Good
3. Adequate
4. Poor

The allocation of a care home with or without nursing to the 'poor' quality performance band will only take place if the Council has serious concerns about the quality of care being provided, sufficient for it to initiate a process within its Safeguarding Adults Policy and Procedures asking the provider to take remedial action.

If this situation arises outside of the annual performance review of the care homes with and without nursing the Council will immediately downgrade the care home to 'poor' until the provider resolves the issues that the Council has identified and the care home moves out of serious concerns and is able to improve its quality performance band to 'adequate' or higher.

In these circumstances the Council will not immediately move customers to another care home with or without nursing but it would not place any new customers within a care home with or without nursing that has been assessed as 'poor'.

The Council will work with the provider of any care home with or without nursing identified as 'poor' for a period of six months to help it rectify the causes of the serious concerns and improve the quality of the services. If there has been no improvement after this period the Council will reduce its contract price and consider whether to offer customers places within other higher quality care homes with and without nursing.

During the contract period of the framework agreement a formal annual review of the quality of each care home will take place in which the previous twelve months monitoring information will be considered and the quality performance rating and contract price of the care homes adjusted as necessary. This will be implemented immediately following the review date.