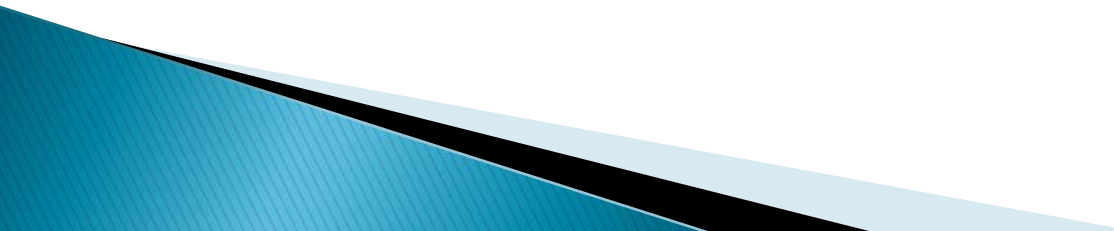


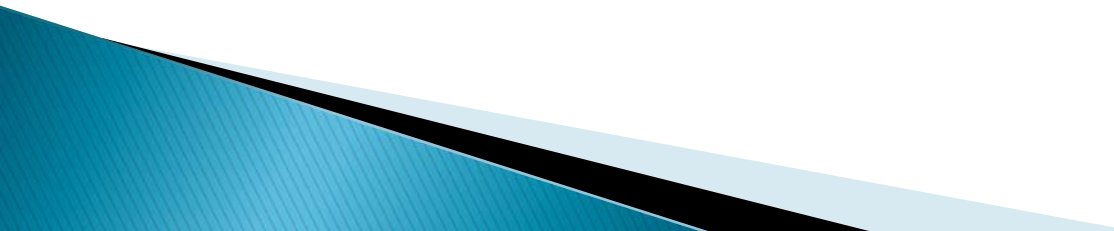
A hindrance or a help? The contribution of inspection to the quality of care in homes for older people

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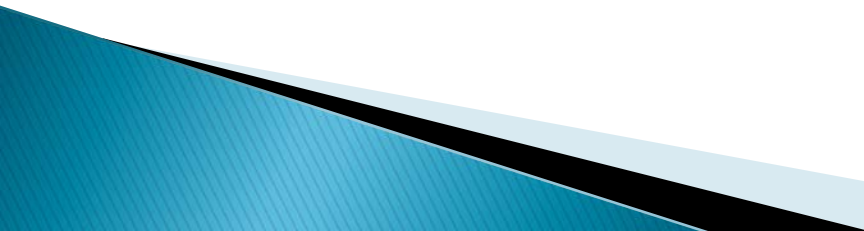
Outline of presentation

- ▶ Overview of English legislation relating to care homes.
 - ▶ Current system of regulation and inspection in England.
 - ▶ Some observations from research and practice
 - ▶ Pointers for discussion and comparisons between English and Irish systems of regulation
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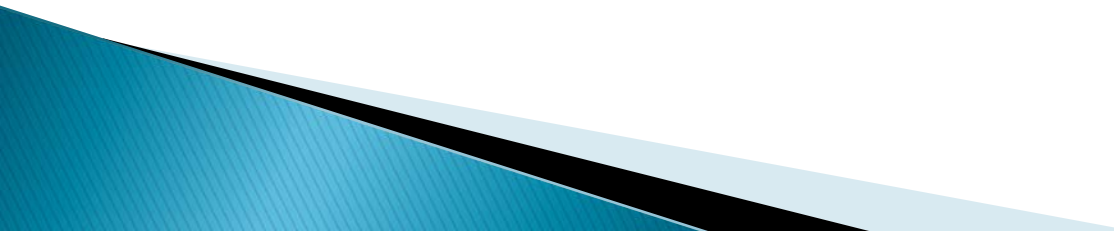
Key Legislation and guidance

- ▶ The Registered Homes Act (RHA) 1984 and regulations (as applied to residential care homes and nursing homes)
 - ▶ The NHS and Community Care Act 1990
 - ▶ Care Standards Act (CSA) 2000
 - ▶ The National Minimum Standards (NMS) 2000
Care Homes Regulations
 - ▶ The Health and Social Care Act 2008
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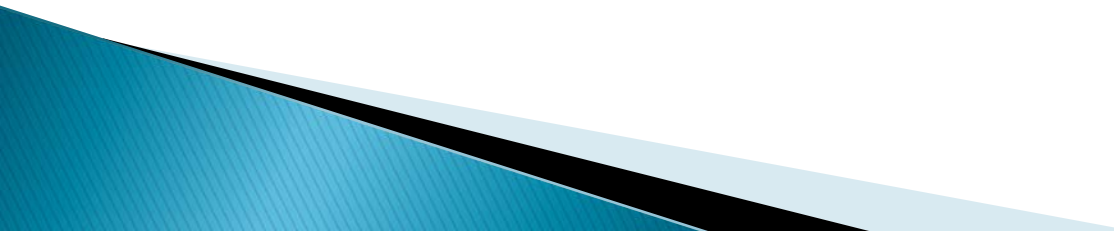
The Registered Homes Act (RHA) 1984

- ▶ Limited regulation of private and voluntary residential care home sector
 - ▶ No nationally agreed standards instead Local Authority determined standards
 - ▶ Negotiated time scales for implementation by existing private and voluntary homes
 - ▶ Massive growth of private residential care homes
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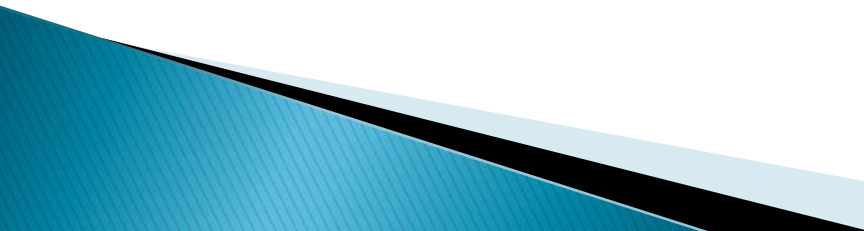
The NHS and CC Act 1990

- ▶ Arms-length Registration and Inspection (R & I) units
 - ▶ Registration and inspection of P & V sector
 - ▶ Inspection of LA residential homes
 - ▶ Compliance with legislation
 - ▶ A 'lighter' touch
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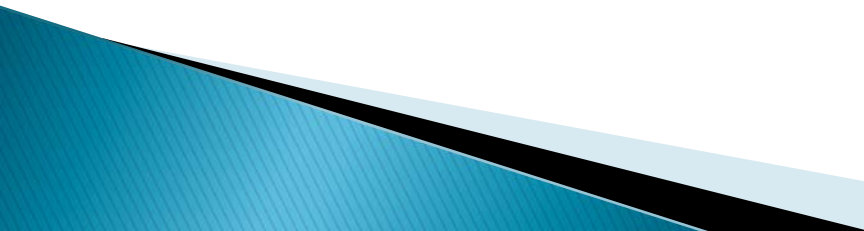
Care Standards Act 2000

- ▶ National Care Standards Commission (NCSC)
 - ▶ All private, voluntary and local authority care homes would be registered and regulated
 - ▶ National Minimum Standards (NMS) for care homes for older people (not enforceable)
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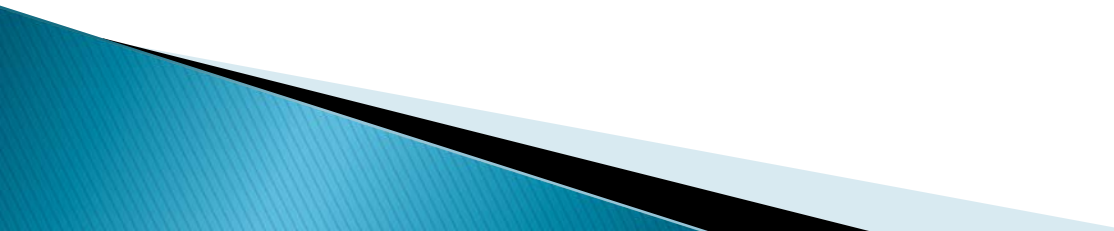
Health and Social Care Act 2008

- ▶ Care Quality Commission (CQC) 2009
 - ▶ Annual Quality Assurance Assessment (self-reporting)
 - ▶ Seven outcome areas
 - ▶ Rating: excellent (inspection every 3 years); good (every two years) adequate (once a year) and poor (two per year)
 - ▶ Additional visits (complaints; change of manager/owner)
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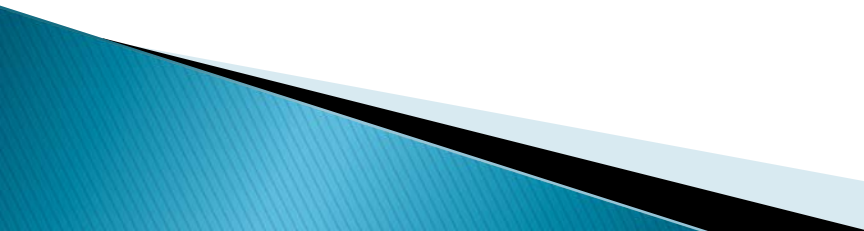
New registration system

- ▶ The Health and Social Care Act (Regulated Activities) Regulations 2010
 - ▶ Care Quality Commission (Registration) Regulations 2009
 - ▶ 28 regulations/associated outcomes (expected experiences of those receiving care)
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New standards (28)

- ▶ Information and involvement
 - ▶ Personalised care, treatment and support
 - ▶ Safeguarding and safety
 - ▶ Suitability of staffing
 - ▶ Quality and management
 - ▶ Suitability of management
- 

Regulation and inspection

- ▶ Registration
 - ▶ Judgement framework –influencing factors
 - ▶ Standards
 - ▶ Evidence
 - ▶ Review information
 - ▶ Seek information from different parties
 - ▶ Compliance; minor, moderate or major concern
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Outcome 1 (Regulation 17): Respecting and involving people who use services

Prompts

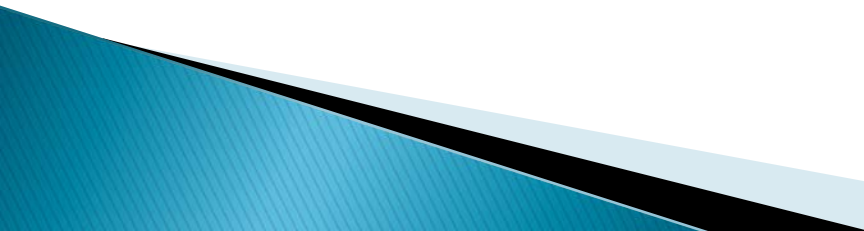
- Are there processes in place to ensure that people's choices, human rights, dignity, privacy, diversity and independence needs are considered and respected?
- Are people supported and enabled to make informed decisions about the management of their care and treatment through the provision of appropriate information?
- Are people involved in how the service is planned and run?

The Study

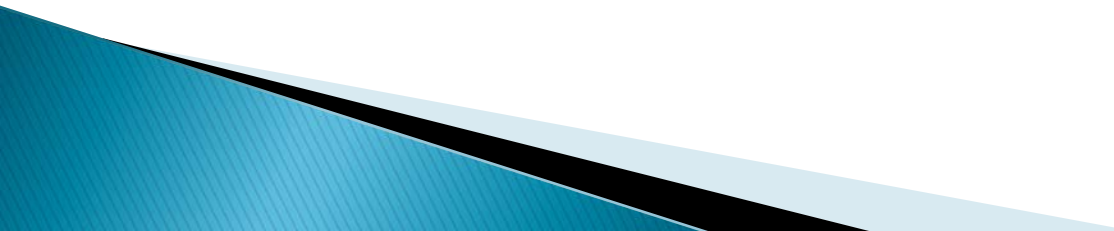
Aims

To find out the views of managers of care homes for older people about their views and experiences of inspection.

Methodology

- ▶ Initial letter about the study posted to 47 registered care homes within one local authority in England (excluded homes accommodating less than four people and specialist homes).
 - ▶ Follow-up telephone call to managers in order to provide further information and invited to take part in the study. Five homes declined on the basis of 'work pressures' and 2 refused to take part.
 - ▶ In total, nineteen care homes participated in the study: all were privately owned.
 - ▶ 19 semi-structured interviews with managers of care homes for older people
 - ▶ All interviews were carried out by an independent female interviewer and recorded with permission and transcribed to aid analysis.
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Areas of interest

- ▶ Managers' views about the purpose and usefulness of inspection
 - ▶ The influence of inspection on care practices
 - ▶ Their ideas about how to improve the inspection process
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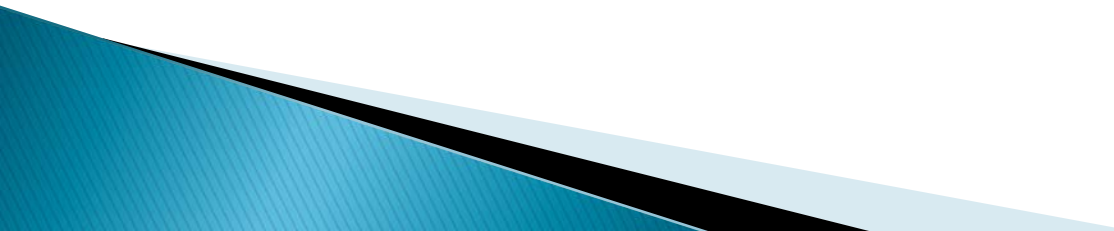
Managers' views about the purpose of inspection

The purpose of inspection	Number of managers
To ensure that residents are well looked after	47% (9)
To achieve or comply with standards	21% (4)
Make sure the home is run properly	21% (4)
As a 'double' check against own audits	21% (4)
Checks for correct staffing and training	16% (3)
Source of advice, guidance and support	11% (2)
To prevent abuse	5% (1)

Managers' views about the most useful aspect of inspection

Most useful aspect	Number of managers
Feedback from an external agency	37% (7)
As a source of support and guidance	37% (7)
Audit tool	21% (4)
Nothing useful and caused unnecessary stress	11% (2)
Resident reassurance	5% (1)
Resident feedback	5% (1)
All of inspection useful	5% (1)

Influence of inspection on care practices

- ▶ If a home was not meeting standards then inspection could and should have a greater influence.
 - ▶ Increased demands for more documentation that interfered with contact time with residents and carrying out other responsibilities.
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Questions/points for discussion

Inspectors and providers share same aims but are we on the same side? (Inspector and Inspected?)

Current trend towards reducing operational costs of regulation by combining bodies, extending their regulatory remit and delegation of some responsibilities.

What will be the consequences of this?



This points to a greater monitoring/policing approach by new super regulator.

Compliance has tended to concentrate on punishments/sanctions to address shortfalls but could/should 'good' practice be rewarded more publicly?

Should agreed standards make it easier to check for compliance?

Are we moving to greater self regulation (AQAA)?

Is this a good way forward?



Can we develop new ways and opportunities for residents, relatives and visitors to provide feedback about their observations of the home?

Is there a place for 'Friends of care home' groups?

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