

SALFORD TOGETHER

HEALTH & SOCIAL CARE WORKING
WITH YOU AND YOUR COMMUNITY

SALFORD'S CARE HOME IMPROVEMENT STORY

SALFORD CARE HOMES EXCELLENCE
PROGRAMME

14 JANUARY 2020

Salford City Council



salfordtogether.org.uk



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Where We Were:

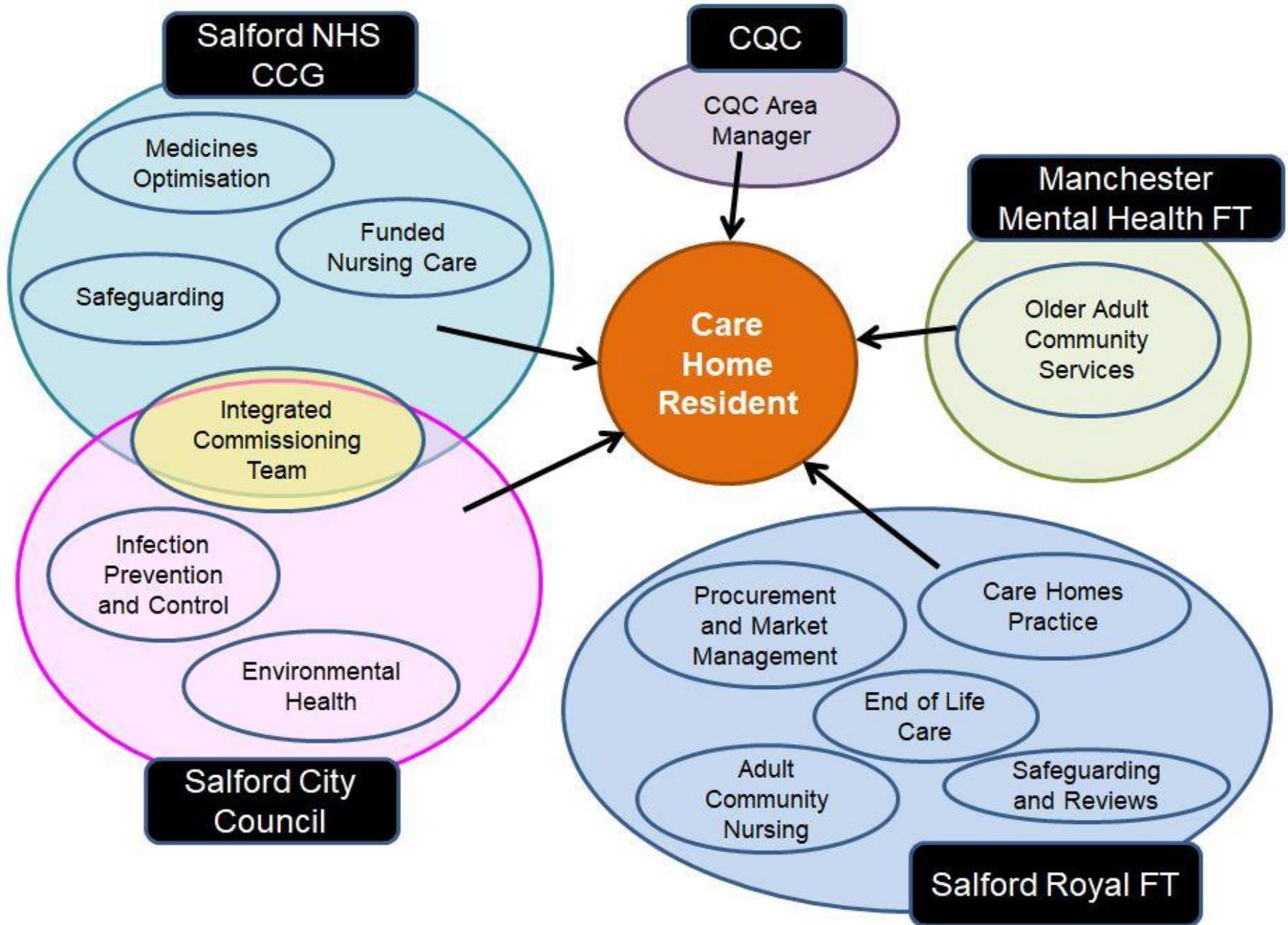
April 2017

- Independent Age first annual report January 2017
- **61%** of Salford care homes rated Requires Improvement or Inadequate by CQC
- 150th out of 151 Localities in England

Research & Understanding

- Peer visits
- Thematic analysis on CQC inspection reports
- Created system collaboration
- Understand make up of market
 - national, regional, local providers
 - 45 care homes
 - 35 provider organisations
 - approx 1500 beds

Salford Care Homes Quality Improvement Network



First Year Outcomes

January 2018

- Moved from 61% to 37% of care homes rated Requires Improvement or Inadequate by CQC
- The biggest improvement in England
- 138th out of 151 Localities in England

Deeper Engagement

Salford Care Homes Excellence Programme launched May 2018. Objectives are:

- To work with care homes, rather than doing to them
- Create a Community of Practice
- Improve partnership working and engagement
- Quality Improvement methods
- Jointly addressing system-wide issues such as Handovers

System Opportunities

SAINT re-launched:

- A Safeguarding orientated forum facilitated from the CCG

Encouraging Innovation:

- CCG funded innovation projects
- Links being developed with University of Salford

Second Year Outcomes

January 2019

- Moved from 61% to 37 % and on to 23% of care homes rated Requires Improvement or Inadequate by CQC
- The biggest 2 year improvement in England
- However, 112th out of 151 Localities in England

Current Picture

- 17% of care homes rated Requires Improvement or Inadequate by CQC
- 72nd out of 150 localities in England

| | Jan 17 | Jan 18 | Jan 19 | Jan 20 |
|--------------------------------------|--------|--------|--------|--------|
| Outstanding | 0 | 0 | 0 | 0 |
| Good | 15 | 26 | 30 | 37 |
| Requires Improvement | 22 | 12 | 9 | 7 |
| Inadequate | 2 | 3 | 0 | 0 |
| Not Inspected | - | 6 | 5 | 4 |
| % Inadequate or Requires Improvement | 62% | 37% | 23% | 17% |
| Ranking in England (out of 151) | 150 | 138 | 112 | 72 |

Landmarks

- No homes rated Inadequate since November 2018
- No domains rated Inadequate since January 2019
- All homes Good for Caring since November 2018
- From May 2018 to August 2019 no homes received a worse rating Overall
- First home receives rating of Outstanding for one domain - January 2020
- From January 2017 to January 2020, second biggest reduction of percentage of homes rated Requires Improvement or Inadequate in England

So... where next?



A shared ambition?

Vision

An integrated system working together to provide the best possible quality of life for care home residents in Salford

Aim

At least 80% care home beds in residential or nursing homes in Salford will be rated “good” overall by CQC, with pockets of “outstanding” identified, and residents supported to have a good quality of life

Core principles

Collaboration, partnership-working and co-production

Together we are able to achieve more, with this in mind we will ensure we involve care homes in our decision-making process and co-design and co-produce improvements with input from those they affect

Resident-centred

We will keep the resident at the centre of everything we do, seeking to view events from their perspective and involving them and their loved ones in decisions relating to their care

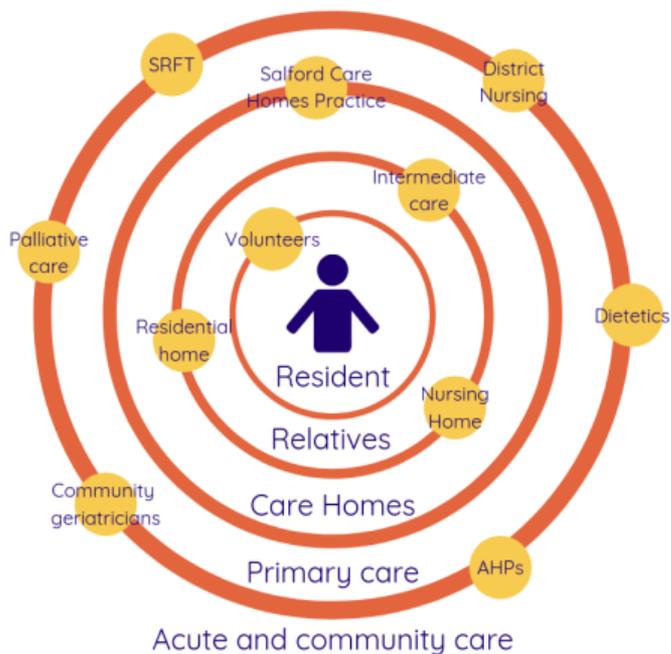
Evidence-based

Improvements and innovations will be developed with a robust approach to measurement and evaluation. Best practice will be shared with reference to how the intervention contributes to achievement of our shared objectives

Celebrate glimpses of brilliance

An assets-based approach will underpin how we learn from one another, focusing on what we do well rather than what we do 'wrong'

What will this mean for our residents?



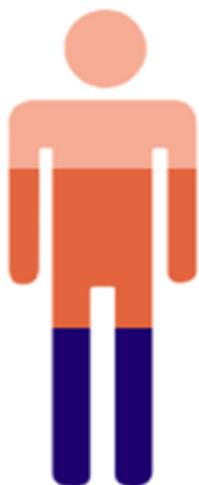
I am supported to lead a positive and meaningful life

I feel safe and will be kept free from harm

I am involved in decisions about me and care provided will meet my needs

I am proud to live in a caring and supportive system in Salford

Priorities



QUALITY OF LIFE / WELLBEING

- Social prescribing and community-based activities
- Engagement of lived experience in improvement activities
- Personalisation
- Safeguarding

IMPROVE HEALTH OUTCOMES

- Reducing avoidable harm (pressure ulcers, UTI, falls)
- Nutrition, hydration and oral health
- Care planning (inc. meds management)
- Dementia and challenging behaviour

SYSTEM ENABLERS

- IT and digital infrastructure
- Built and natural environment
- Workforce: skills, training and recruitment
- Flow and safe handover
- Community of practice and QI network

How will we do it

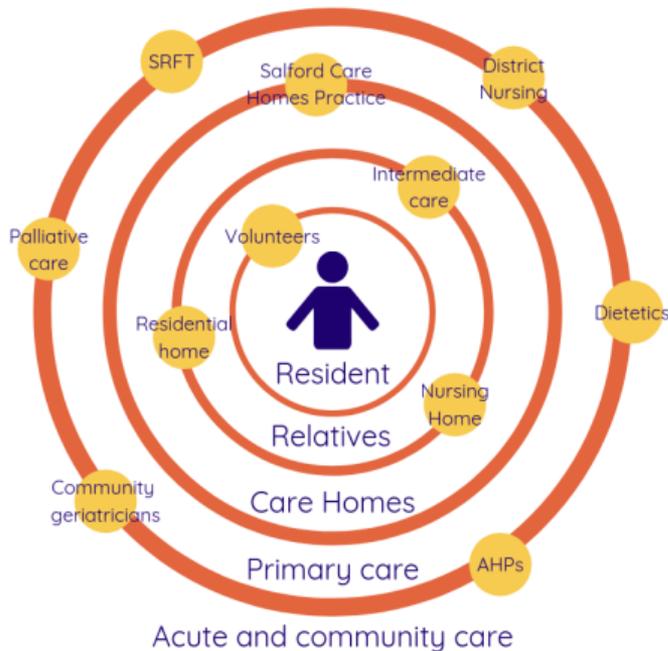
How can the system support care homes:

- Salford Care Homes Excellence Programme
- SAINT forum
- Quality Assurance lead
- Salford Care Homes Medical Practice
- Joined up system supporting care homes

Building new relationships:

- Salford University – new opportunities
- Community and voluntary sector
- What else?

What will this mean for you / your team?



We are...

I can...

I am...

I feel...