Quality Assurance Annual Report for Commissioned Services – January to December 2023

Appendix 2

Table 1

	Care at Home (CAH)	Care Homes (CH)	Adults	Children, Families and Justice (C&J)	TOTAL
Number of Providers in Portfolio	10	29	27	13	79

Graph 1

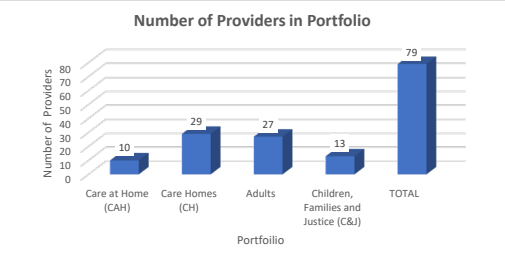


Table 2

	Care at Home (CAH)	Care Homes (CH)	Adults	Children, Families and Justice (C&J)	TOTAL
First Visits Completed -	6	21	24	11	62
Follow Up Visits	2	1	1	0	4

Table 2a

	Care at Home (CAH)	Care Homes (CH)	Adults	Children, Families and Justice (C&J)	TOTAL
GREEN	6	21	24	11	62
AMBER	2	1	1	0	4
RED	0	0	0	0	0

Graph 2

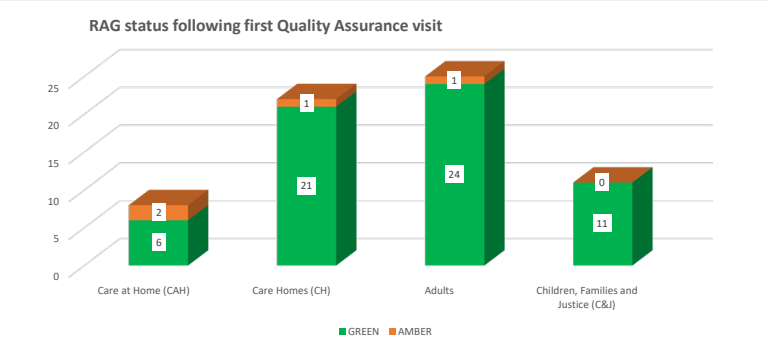
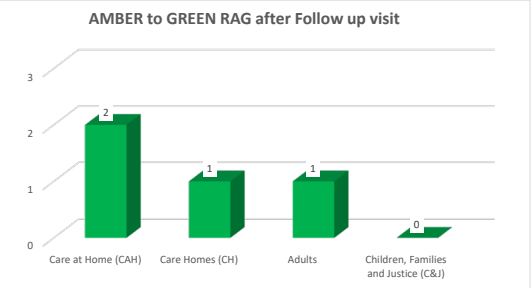


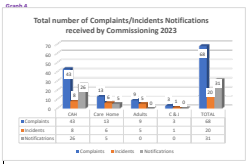
Table 3

	Care at Home (CAH)	Care Homes (CH)	Adults	Children, Families and Justice (C&J)	TOTAL
AMBER to GREEN RAG after Follow up visit	2	1	1	0	4

Graph 3



Graph 4



Definitions

Complaint - Commissioning informed of a concern around service delivery in relation to a commissioned service

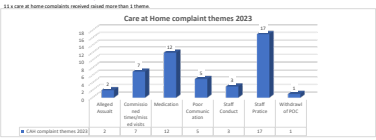
Incident - Commissioning informed of an instance of something happening; an event or occurrence e.g slip, trip or fall

Notification - Commissioning notified of packages of care being returned/transferred, alterations to a Service Providers premises etc

Graph 5

Total of Care at Home (CAH) Complaints 43

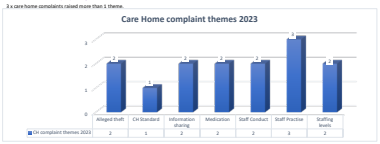
11 x care at home complaints received raised more than 1 theme.



Graph 6

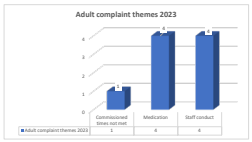
Total of Care Home (CH) Complaints 13

3 x care home complaints raised more than 1 theme.



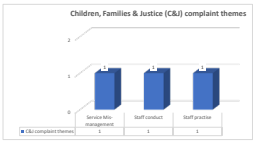
Graph 7

Total of Adult complaints 9



Graph 8

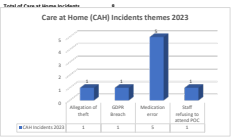
Total of Children, Families & Justice complaints 3



Graph 9

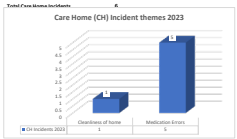
Total Number of Incidents received by Commissioning 20

Total of Care at Home Incidents 8



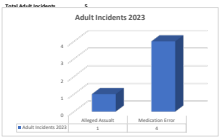
Graph 10

Total Care Home Incidents 6



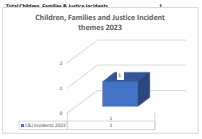
Graph 11

Total Adult Incidents 5



Graph 12

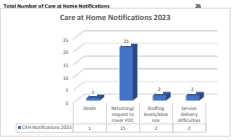
Total Children, Families & Justice Incidents 1



Graph 12

Total number of Notifications received by Commissioning 31

Total Number of Care at Home Notifications 26

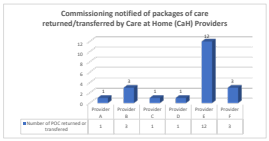


Graph 13

Total Number of Care Home Notifications 5

Graph 14

21 POC returned or request for transfer



Care Inspectorate

Further analysis can be found on the Care inspectorate Datastore by clicking on the following link: Care Inspectorate Datastore as at 30th November 2023

Table 4

Number of services with inspection reports published in the last 11 months (Jan - Nov 2023)

Services		
Care Service	**Subtype**	Total
Adoption Service		1
Adult Placement Service		1
Care Home Service	Older People	19
	Children & Young People	3
	Learning Disabilities	3
	Mental Health Problems	1
Child Minding		8
Day Care of Children		15
Fostering Service		1
Housing Support Service		14
School Care Accommodation Service		2
Support Service	Care at Home	19
	Other than Care at home	2
Grand Total		**89**

Table 5

Number of services with complaints upheld, enforcements and requirements for 2022-23, and 2023-24 to date

	Data						
Care Service	**Number of services registered**	**Services with complaints upheld 2223**	**Services with complaints upheld 2324 to date**	**Services with enforcements issued 2223**	**Services with enforcements issued 2324 to date**	**Services with any requirements made 2223**	**Services with any requirements made 2324 to date**
Adoption Service	1						
Adult Placement Service	1						
Care Home Service	42	7	5		1	7	6
Child Care Agency							
Child Minding	56		1			1	
Day Care of Children	65		2			1	1
Fostering Service	1						
Housing Support Service	23	3	1			3	3
Nurse Agency							
Offender Accommodation Service							
School Care Accommodation Service	2						
Secure Accommodation Service							
Support Service	31	1					2
Grand Total	**222**	**11**	**9**		**1**	**12**	**12**

Table 6

Number of services with inspection reports published Jan - Nov 2023

Services		
Care Service	**Subtype**	Total
Adoption Service		1
Adult Placement Service		1
Care Home Service	Older People	19
	Children & Young People	3
	Learning Disabilities	3
	Mental Health Problems	1
Child Minding		8
Day Care of Children		15
Fostering Service		1
Housing Support Service		14
School Care Accommodation Service		2
Support Service	Care at Home	19
	Other than Care at home	2
Grand Total		**89**

Table 7

Number of services whose lowest grade has improved or declined since last month (Nov 2023)

Services		**Has the lowest grade (Min Grade) improved since last month?**		
Care Service	**Subtype**	**Decline**	**Same**	**Grand Total**
Adoption Service			1	1
Adult Placement Service			1	1
Care Home Service	Older People	1	24	25
	Children & Young People		7	7
	Learning Disabilities		6	6
	Mental Health Problems		1	1
Child Minding		1	51	52
Day Care of Children			64	64
Fostering Service			1	1
Housing Support Service			21	21
School Care Accommodation Service			2	2
Support Service	Care at Home		22	22
	Other than Care at home		5	5
Grand Total		**2**	**206**	**208**

Grading by Key Question (KQ), for services registered at 30 November 2023

Table 8

KQ 1 How well do we support people's wellbeing?

	KQ_Support_Wellbeing					
Care Service	**2**	**3**	**4**	**5**	**6**	**Grand Total**
Adoption Service			1			1
Adult Placement Service			1			1
Care Home Service	3	4	17	15		39
Fostering Service			1			1
Housing Support Service		2	7	12		21
School Care Accommodation Service				2		2
Support Service		1	7	19	1	28
Total Services	**3**	**7**	**34**	**48**	**1**	**93**

Table 9

KQ 2 How well is our care and support planned?

	KQ_Care_and_Support_Planning					
Care Service	**2**	**3**	**4**	**5**	**6**	**Grand Total**
Adoption Service			1			1
Adult Placement Service			1			1
Care Home Service	2	5	20	12		39
Fostering Service			1			1
Housing Support Service		5	6	10		21
School Care Accommodation Service				2		2
Support Service		3	8	15	2	28
Total Services	**2**	**13**	**37**	**39**	**2**	**93**

Table 10

KQ 3 How good is our setting?

	KQ_Setting					
Care Service	**2**	**3**	**4**	**5**	**6**	**Grand Total**
Care Home Service	1	7	16	14	1	39
Child Minding		1	16	34	1	52
Day Care of Children	2	3	27	31	1	64
School Care Accommodation Service				2		2
Support Service		1	1	3	1	6
Total Services	**3**	**12**	**60**	**84**	**4**	**163**

Table 11

KQ 4 How good is our staff team?

	KQ_Staff_Team					
CareService	**2**	**3**	**4**	**5**	**6**	**Grand Total**
Adoption Service			1			1
Adult Placement Service			1			1
Care Home Service	2	6	17	14		39
Child Minding		3	12	8		23
Day Care of Childre	2	1	25	32	4	64
Fostering Service			1			1
Housing Support Service		2	8	11		21
School Care Accommodation Service				2		2
Support Service		1	8	19		28
Total Services	**4**	**13**	**73**	**86**	**4**	**180**

Table 12

KQ 5 How good is our leadership?

	KQ_Leadership					
Care Service	**2**	**3**	**4**	**5**	**6**	**Grand Total**
Adoption Service				1		1
Adult Placement Service		1				1
Care Home Service	3	6	16	14		39
Child Minding		3	24	24	1	52
Day Care of Children	2	3	25	31	3	64
Fostering Service			1			1
Housing Support Service		3	9	8	1	21
School Care Accommodation Service				2		2
Support Service		1	9	18		28
Total Services	**5**	**17**	**84**	**98**	**5**	**209**