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<b>Document Author:</b>	<b>Head of Contracts, Older People Commissioning and Finance Bureau – Ajibola Awogboro</b>
<b>Contact Details:</b>	<b>Telephone: 020 8921 2386 Email: <a href="mailto:ajibola.awogboro@royalgreenwich.gov.uk">ajibola.awogboro@royalgreenwich.gov.uk</a></b>
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## 1. Key Messages for Providers in Greenwich and Local Needs

- In Greenwich there is a need to continue to invest in excellent information and accessible directories/hubs; self-assessment/self-help infrastructure; prevention, early intervention and social capital such as volunteering and community groups to ensure the varied needs of the current and future older people population in Greenwich are met.
  - **There will be a corporate grant application process that will commence in 2013/2014 for the period 2015/2016 which is used to fund these types of initiatives.**
- In Greenwich there is scope for providers to develop community services that enable older people to retain their independence for as long as practicably possible and enjoy a good quality of life<sup>1</sup>. This includes developing outcome based home care and specialist dementia housing support.
  - **There will be a review and possible re-tendering of all supporting people funded schemes in 2013/2014 with a view to increasing the support for specialist housing support for people with long term conditions in 2014/2015. Similarly, there will be the commencement of a re-tendering process in relation to the current home care provision in 2013/2014 focussing on commissioning outcome based home care provision in 2014/2015.**
- In Greenwich there is potential to create further specialist community end-of-life care services and intermediate care services jointly with the Greenwich Clinical Commissioning Group (GCCG) Business Support Unit.
  - **The GCCG will be undertaking a procurement exercise for end-of-life care provisions in 2013/2014 and increasing intermediate care provisions in 2013/2014**
- In Greenwich there does not seem to be the need for more local older people residential and nursing care capacity.
  - **There is an identified need in Greenwich for additional extra care provision and development of senior living accommodation.**

## 2. Direction of Travel in the Directorate of Adults and Older People Services (DAOPS)

- Preventing loneliness and social isolation through building social capital is a key need that will continue to be addressed in Greenwich. Older people are particularly vulnerable to social isolation or loneliness owing to loss of friends and family, memory, mobility and income.

<sup>1</sup> Better Government for Older People, Audit Commission, 2004

- Older People will want access to good quality sign-posting, information, advice, advocacy, brokerage and follow-up from a range of health, social care, private and voluntary sector sources so that they can make appropriate informed choices in relation to the care and support they need to purchase or access in the community.
- In Greenwich reablement has been an emerging pivotal approach with a view to reducing future demand on statutory social care and promoting independence for older people in need of on-going social care support. Therefore, the reablement potential and use of telecare, aids and adaptations for all new and existing older people is a key need to be considered/maximised at the point when new statutory and community assessments are undertaken by health, social care and other allied professionals; and when reviewing existing older people already known to DAOPS.
  - Our plans for reshaping our services, and ensuring these are sustainable, rely on embedding assistive technology into our offer to older people. To develop this new pattern requires collaboration with health and other social care partners to explore and open up new avenues for facilitating the use of telecare as part of the solution to promote older people's independence; and also to explore new revenue sources for funding telecare and telehealth solutions for older people.
- There is a key need to develop and improve the range of community services to focus on delivering outcomes that promote older peoples independence, promotes good health and well-being; and keeps them safe and stimulated.
  - Greenwich Commissioners would like to explore commissioning **outcome based home care providers in geographical hubs** which can deliver a 'home care plus' service using a paid outcomes model. This may involve home care agencies working in partnership and collaboratively with local volunteering and community groups to deliver unpaid outcomes. Home care providers will be incentivised and compensated when they have delivered a range of agreed paid outcomes. The aim is to improve the experience offered to local older people, especially when a provider comes across an older person who is socially isolated or lonely, or has a long term health condition or has experienced a period of hospitalisation.
- Royal Greenwich DAOPS need to increase the local range of community housing options available for older people in Greenwich. **Extra care housing, sheltered housing, senior housing and other alternatives to registered care need to continue to be developed.** This will be undertaken by working jointly with the Council housing directorate, health partners and the wider housing market providers.
  - There is no Extra care housing for sale in Greenwich and Specialist Housing based provision for people with a dementia diagnosis; and there is no Leasehold Sheltered Housing and Enhanced sheltered housing (divided by 50:50 between that for rent and that for sale)<sup>2</sup> in Greenwich.

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<sup>2</sup> Strategic Housing for older people: planning, designing and delivering housing that older people want – Resource Pack ADASS & Housing LIN, December 2011

- Like other areas in the UK, Greenwich needs to develop health & social care **community outreach end-of-life services** for older people that can compress the period of morbidity or ill-health people suffer prior to death.
  - There is a need to develop services that enable more people to die at home as opposed to in hospital.

### 3. Exploring Current Supply and Demand for Older People Services

#### Domiciliary Care and Intermediate Care at Home

A significant amount (approximately 739,000 hours per annum) of personal care and some domestic support in Greenwich is commissioned from 28 home care (domiciliary) providers operating in Greenwich costing approximately £9 million pounds per annum. These providers are all registered with the Care Quality Commission (CQC). DAOPS currently has a framework contract for the period 1<sup>st</sup> April 2011 until 31<sup>st</sup> March 2014 (which can be extended for a further year) with these 28 Home Care providers. The providers on the framework predominantly deliver '**Maintenance outcomes**', to enable someone to continue living at home despite failing health or frailty due to their age or disability or due to having a long term disability (mental health, learning disability, physical and sensory impairment).

Intermediate care reablement within peoples own homes, is currently provided by an in-house DAOPS team which is also registered with CQC. The in-house service model focuses on improving older people's outcomes to self-care. They deliver '**Change outcomes**', for up to six weeks to enable older people to experience improvements in the quality of their life; through recovery, reablement and rehabilitation which all lead to greater community involvement/engagement and less dependency on services.

There is further scope to extend the change outcomes model to external home care providers; although the current in-house team already has external home care staff embedded as part of the team. Currently 64% of older people that have a period of reablement do not require a personal budget for on-going social care support. The intermediate care at home team also encourage the use of telecare, equipment, aids and adaptations in supporting older people to remain independent in their homes for as long as practicably possible.

The table below shows the expenditure (budget) on domiciliary care, intermediate care, the integrated community equipment service and telecare in 2011/2012 and projected expenditure for 2012/2013.

Provision Description	2011/2012 Actual Full Year Outturn	2012/2013 Projected Full Year Outturn	Comments in relation to 2012/2013 Expenditure
<b>External</b> Home Care Provision	£8,988,693	£8,866,430	There are 28 suppliers that deliver an 739,000 hours a year@ an average of £12.50 an hour
<b>In-House</b> Intermediate Care at Home	£2,367,421	£1,914,001	94% of this is spent on staffing.
Extra Care Housing	£1,711,172	£1,690,421	92% spent on staffing with one provider 161 units. GCCG also commission 8 intermediate care units.

Integrated Community Equipment Service (ICES)	£541,002	£618,173	85% supporting Older People. The ICES Budget for 2012-13 is as follows:- <ul style="list-style-type: none"> <li>£1,400,000 from NHS Greenwich</li> <li>£445,480 from DAOPS</li> <li>Total ICES budget of £1,845,480.</li> </ul>
<b>In-House Telecare</b>	£1,092,758	£1,141,794	Supporting about 4000 households of which 85% are Older People

## **Residential and Nursing Care Need in Greenwich**

There has been a 15% reduction in older people placed within nursing care homes in the last 3 years in Greenwich and the numbers of older people within residential care have remained relatively static at between 200 - 300 older people over the last three years. **Tables 1, 2 & 3 – Appendix A** provides the details of local residential and nursing care home capacity in the borough.

The table<sup>3</sup> below provides details of the number of older people age 65 + admitted to registered accommodation per 100,000 for the period 2009 – 2011.

Year	Residential Care			Nursing Care			Total of residential care plus nursing care		
	09-Oct	10-Nov	11-Dec	09-Oct	10-Nov	11-Dec	09-Oct	10-Nov	11-Dec
<b>England</b>	287	281	294	153	150	162	440	432	457
<b>CIPFA group average</b>	196	222	169	221	177	182	420	400	353
<b>MPS authority (Greenwich)</b>	284	284	227	322	284	265	625	567	495

Nationally there has been a drop of more than 30% in the number of people aged 65 years and over receiving residential care and a decrease of more than 18% in those receiving nursing care, but there has not been a compensating expansion in community-based services such as home care, day care and adaptations<sup>4</sup>. The numbers using residential and nursing care homes services in England has fallen by 5%<sup>5</sup>.

The table below is the expenditure for residential and nursing care in 2011/2012 and projected expenditure for 2012/2013.

Provision Description	2011/2012 Actual Full Year Outturn	2012/2013 Projected Full Year Outturn	Comments in relation to 2012/2013 Expenditure
<b>Spot</b> Contracted Residential Care Provision	£4,760,185	£4,658,310	186 clients at an average of £482 per week
<b>Spot</b> Contracted Residential Care <b>Respite Provision</b>	£824,303	£656,900	Please note that respite periods in care home vary from 1 – 6 weeks period per Service User
<b>Spot</b> Contracted Nursing Care Provision	£6,816,587	£5,495,820	181 clients at an average of £584 per week

<sup>3</sup> Source: NASCIS rounded to nearest 5

<sup>4</sup> Social Care Funding and the NHS, Kings Fund March 2011

<sup>5</sup> Social Care Funding and the NHS, Kings Fund March 2011.

<p><b>Block</b> Contracted Residential and Nursing Care Provision</p> <p>This is a Public Finance Initiative (PFI) contract from August 2004 for 30 years with Ask (Greenwich) Ltd.</p>	<p>£8,484, 972</p>	<p>£8, 690, 292</p>	<p><b>Meadows House</b></p> <ul style="list-style-type: none"> <li>• 18 Bedded Cat.1 Greenwich Clinical Commissioning Group (<b>GCCG</b>) funded unit</li> <li>• 9 Nursing/Dementia Beds Adults &amp; Older People Services (<b>AOPS</b>) funded (+3 private beds)</li> <li>• 28 Residential Dementia Beds (+1 private bed) Total = 59</li> <li>• Dementia Day Opportunities Unit Capacity <b>30</b> per day Monday - Friday</li> </ul> <p><b>Time Court</b></p> <ul style="list-style-type: none"> <li>• 10 Bedded Intermediate Care Bed (<b>ICB</b>) GCCG funded unit</li> <li>• 9 Bedded Nursing Beds AOPS funded (+ 1 private)</li> <li>• 36 Residential Beds AOPS funded Total= 56</li> </ul> <p><b>Ashgreen House</b></p> <ul style="list-style-type: none"> <li>• 10 Bedded ICB GCCG funded unit</li> <li>• 9 Bedded Nursing Unit AOPS funded (+ 2 Private)</li> <li>• 30 Residential Beds AOPS funded (+ 1 private) Total= 52</li> <li>• Day Opportunities Unit Capacity <b>42</b> per day Monday – Friday</li> </ul> <p>NB: All 3 homes have an emergency bed and 2 respite beds within their residential numbers.</p>
<p><b>Total Spend</b></p>	<p><b>£20,886,047</b></p>	<p><b>£19,501,322</b></p>	

Residential care and nursing care is commissioned through both block and spot contracts.

## **Dementia**

This is a key joint commissioning priority between DAOPS and the Greenwich Clinical Commissioning Group in 2013/2014. It is estimated that there are 2331 people living with dementia in Greenwich in 2011, this figure rising to an estimated 2665 cases by 2016. In 2011, an estimated 574 people with dementia were predicted to be bed bound or chair bound; 924 people were predicted to be frequently incontinent; 1348 to have high self-care needs; and 275 violent. These figures are expected to rise. It is expected that there will be 438 people living alone with dementia in 2016. More than three-quarters (estimated 1,204) of people with dementia living in community settings in Greenwich were predicted to have either short or critical interval of need for care (defined as needing regular daily help or needs arising at short and unpredictable intervals or continuously), and 798 were likely to need access to care night and day<sup>6</sup>.

For older people with a learning disability other than Down syndrome, the risk of dementia is about four times higher than for a person without a learning disability. For those with down syndrome, the Alzheimer’s society suggest that over a third of people aged 50 - 59 and over half of those aged 60—69 will have dementia<sup>7</sup>.

<sup>6</sup> Greenwich JSNA, 2011/2012

<sup>7</sup> Demographic Issues, Projections and Trends: Older People with high support needs in the UK – October 2010

The growth in people experiencing dementia presents probably the greatest challenge for health and social care. By 2018 it is estimated that dementia will cost the UK £27 billion a year. The condition represents one of the main causes of disability later in life, ahead of cancer and cardiovascular disease<sup>8</sup>.

## **End of Life Care**

This is a key joint commissioning priority between DAOPS and the Greenwich Clinical Commissioning Group in 2013/2014. End of life care within Greenwich has historically been fragmented but since the launch of the Greenwich Care Partnership (GCP) in April 2012, led by the Greenwich & Bexley Cottage Hospice, Commissioners are beginning to better understand what is available within Greenwich, how standards are applied across organisations involved in end-of-life care services and additionally where the gaps are. Currently all hospital and community commissioned end-of-life community services are funded by Greenwich Clinical Commissioning Group (GCCG). The GCCG commissioned Greenwich & Bexley Cottage Hospice support approximately 300 patients each year within their dedicated in-patients unit and the average patient stay is for around 14 days. The Greenwich & Bexley Cottage Hospice also deliver a range of hospital and community outreach services in Greenwich to support people manage symptom control. They also provide emotional, spiritual, and social support advice and help; a counselling support service, day care service and a café service.

## **Sheltered Accommodation**

There are 689 units of 'fit for purpose' Council owned sheltered housing in Greenwich as detailed in **Table 4 – Appendix A**. There are other commissioned housing related support delivered to older people in Greenwich and these are detailed in **Table 5 – Appendix A**. The latter are funded with supporting people funds which are no longer ring-fenced. In 2013/2014 a comprehensive review and retendering of the supporting people funded schemes will take place with a view to focusing on housing related support for people with dementia and other long term conditions.

There are 286 Units sheltered accommodation within 7 blocks being decommissioned between April 2011 and March 2015 - Five schemes in Woolwich, one scheme in Plumstead and one scheme in Charlton/Blackheath. These schemes are not included in **Table 4 – Appendix A**. These schemes have 50% bedsits, shared bathing facilities and significant voids. They would be uneconomical to convert into self-contained flats for older people but could be scoped for other community use.

The table below shows the expenditure on sheltered housing and supporting people funded schemes in 2011/2012 and project expenditure for 2012/2013.

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<sup>8</sup> Dementia UK: A report into the prevalence and cost of dementia prepared by the Personal Social Services Research Unit (PSSRU) at the London School of Economics and the Institute of Psychiatry at King's College London, for the Alzheimer's Society, 2007



Provision Description	2011/2012 Actual Full Year Outturn	2012/2013 Projected Full Year Outturn	Comments in relation to 2012/2013 Expenditure
<b>In-House</b> Sheltered Housing Schemes	£1,346,278	£1,192,009	978 units of accommodation support. 90% of budget is spent on staffing.
<b>External</b> Supported People Schemes	£400,720	£353,319	446 units of accommodation supported with floating support, warden support and alarm/on-call systems
<b>Total Spend</b>	<b>£1,746,998</b>	<b>£1,545,328</b>	

### Extra Care

There are currently **161 units** of rented extra care facilities in Greenwich (**Table 6 – Appendix A**) operating at full occupancy. There was no extra care provision in Greenwich prior to April 2009. The extra care provision may account for the steady state in residential care home provision.

DAOPS has **118 people** on a waiting list who have been assessed could benefit from being in an extra care facility in Greenwich. 29 (24.5%) waiting list applicants have been assessed as a low care banding; 75 (63.5%) assessed on the medium care banding (40 medium-high / 35 medium-low) and 14 (12%) assessed on the high care banding level.

The table below shows the expenditure on extra care in 2011/2012 and projected expenditure for 2012/2013.

Provision Description	2011/2012 Actual Full Year Outturn	2012/2013 Projected Full Year Outturn	Comments in relation to 2012/2013 Expenditure
Extra Care Housing	£1,711,172	£1,690,421	92% spent on staffing with one provider 161 units. GCCG also commission 8 intermediate care units.

As indicated in the table below, there is no Extra care housing for sale in Greenwich and Specialist Housing based provision for people with a dementia diagnosis; and there is no Leasehold Sheltered Housing and Enhanced sheltered housing (divided by 50:50 between that for rent and that for sale) in Greenwich.

Form of Provision	Estimate of demand per thousand of relevant 75+ populations <sup>9</sup>	Estimate of provision per thousand of relevant 75+ population in Greenwich <sup>10</sup>
Conventional sheltered housing to rent	60	54
Leasehold Sheltered Housing	120	<b>None in Greenwich</b>
Enhanced sheltered housing (divided by 50:50 between that for rent and that for sale)	20	<b>None in Greenwich</b>

<sup>9</sup> Strategic Housing for older people: planning, designing and delivering housing that older people want – Resource Pack ADASS & Housing LIN, December 2011

<sup>10</sup> Figures: taken from the Office for National Statistics (OINS) IPC subnational population projections.

Extra care housing for rent	15	13
Extra care housing for sale	30	<b>None in Greenwich</b>
Housing based provision for dementia	6	<b>None in Greenwich</b>

### **Senior Living Accommodation**

Greenwich housing directorate built 7 two bed bungalows at Hambledown Road in Eltham which were completed in December 2012. The Council are developing a new Older People's scheme at Kidbrooke (Viridian building 150 homes for renting and 20 additional for shared ownership) and estimated time of first letting is May 2013. Eltham Baths aims to provide 30 rented homes for people over 55 due for renting between February and March 2013 and 48 shared ownership units by March 2013 supporting senior living accommodation. The Royal Arsenal also aims to support senior accommodation by providing 67 rented homes, 48 shared ownership units and 50 discounted for sale to be completed by 2015. In addition, Greenwich is creating an additional 26 homes by April 2015 which involves the conversion of an ex-care home (Mabel Polley scheme) into 1 and 2 bed flats for older people.

All units are being marketed as senior living, i.e. they do not have support and care built into the scheme (as in sheltered and/or Extra Care), but people moving in with existing support packages (personal budgets) will have them transferred with them.

The table below provides the Greenwich residents over 65 by tenure type from the 2001 census<sup>11</sup>.

<b>Tenure Type</b>	<b>Number of Greenwich Residents</b>	<b>%of Greenwich Residents</b>
Owns Outright	11,622	42%
Owns with a mortgage or loan	2,420	9%
Shared Ownership	76	0%
Rented from Council	8,553	31%
Other Social Rented	2,641	10%
Private Rented	1,012	4%
Living rent Free	452	2%
Living in a communal establishment	998	4%
<b>Total</b>	<b>27,774</b>	

The value of housing equity held by older people in the UK has been estimated as low as £751 billion<sup>12</sup>. **Significance for future market development, nearly 50% of all housing equity<sup>13</sup> is held by people aged 65 and over.** Being a pensioner does not necessarily equate with poverty as it often did in the past (older people are able to release equity in their property and some have occupational pensions), although there remains a sizeable group of older people who are income poor for example in Greenwich 45% of people aged 65 and above live in Council, private or social landlord rented accommodation as indicated in the table above.

<sup>11</sup> ONS Crown Copyright from NOMIS, January 2013

<sup>12</sup> Data from Key Retirement Solutions Equity Release index which tracks amounts of equity held in property by people aged 65 years of age in Great Britain. Figures are based on the analysis of data from; the Office of National Statistics Family Spending Report (2009); the Land Registry House Price Index; Registers of Scotland House Price Statistics; and ICM (2010)

<sup>13</sup> Ball M (2011). Housing markets and independence in old age: expanding opportunities. Henley, University of Reading

## **Voluntary Sector and Social Capital**

A wide range of community social capital is already in place as detailed in **Table 7 – Appendix A**, but would need to be further developed and maintained to enable older people to continue to be actively engaged in their communities and maintain their physical health, emotional, psychological and mental well-being.

In the 2013/2014 third sector grant application programme Greenwich DAOPS will continue to invest in models of social care and volunteering opportunities that are co-productive. This will encourage not-for-profit third sector organisations and DAOPS to work together to design and deliver public services in equal partnership. An example of this is some of the Statutory Carers Assessment being undertaken by the Greenwich Carers Centre. Similarly, there is a local Choice and Control Consortium of third sector provider's supplying support planners<sup>14</sup> to enable people to spend their statutory personal budgets effectively. This consortium also provides access to self-funders not eligible for social care to be assisted to develop person centred support plans. DAOPS in partnership with the Greenwich Carers Centre is developing a real time volunteer market place to enable people that wish to volunteer to support people have a platform to do so.

The table below shows the expenditure dedicated to voluntary sectors organisations supporting older people in 2011/2012 and project expenditure for 2012/2013.

<b>Provision Description</b>	<b>2011/2012 Actual Full Year Outturn</b>	<b>2012/2013 Projected Full Year Outturn</b>	<b>Comments in relation to 2012/2013 Expenditure</b>
Voluntary Sector Organisation Universal information, advice and advocacy and building social capital.	£55,000	£55,000	Funding Age UK Greenwich & Bromley; and Advocacy for Older People  There several other locally funded universal provisions that Older People can access (see Table 8 in the appendix).
P2P Volunteers Market Place		£5,000	This service will commence in March 2013

## **Greenwich Older People Population**

Royal Greenwich covers an area of more than 5,000 hectares and has a population of approximately 254,557<sup>15</sup>. There are **26,116** older people aged 65+ in Greenwich as detailed in **Table 8 – Appendix A**. The proportion of older people in the borough is decreasing; and residents aged over 60 made up 19 per cent of the total population in 1991. In 2001 the figure was 16.9 per cent. In 2011 older people made up 15 per cent of the total population<sup>16</sup>. The number of very elderly people (85 years of age and over) was 7.2 per cent of the 60+ population in 2001, rising to 12 per cent of the over 60 population in 2011<sup>17</sup>. **Table 8 – Appendix A** provides the distribution of older people by top (x number) wards compared with those in receipt of council support<sup>18</sup>.

Between 2010 and 2030, the number of older people aged 65-74 living alone in Greenwich is projected to increase from 3160 to 4,700 (34% increase) – **see table below to compare**

<sup>14</sup> <http://www.p2pmp.co.uk/>

<sup>15</sup> 2011 Census, ONS

<sup>16</sup> Source: 1991 and 2001 Census, ONS and GLA SHLAA, 2011.

<sup>17</sup> Source: 2001 Census, ONS, GLA SHLAA, 2011.

<sup>18</sup> 2011 Census, ONS

**Greenwich with other boroughs**, while the number of people aged 75+ living alone is predicted to increase from 6,593 to 7,666 (a 16% increase). In the age range 65 – 74, 20% males and 30% females are predicted to be living alone, while aged 75 above 34% males and 61% females are predicted to be living alone in Greenwich<sup>19</sup>.

Older adults living alone are more likely to live in poverty, more likely to require residential or nursing home admission following discharge from hospital and more likely to have negative health outcomes in general<sup>20</sup>.

<b>People aged 65-74 living alone, projected to 2030</b>					
	<b>2012</b>	<b>2015</b>	<b>2020</b>	<b>2025</b>	<b>2030</b>
<b>Greenwich</b>	3,410	3,520	3,700	4,010	4,700
<b>Bexley</b>	4,930	5,190	5,410	5,630	6,600
<b>Brent</b>	4,350	4,450	4,700	5,210	6,020
<b>Ealing</b>	4,740	5,020	5,490	5,820	6,650
<b>Enfield</b>	5,270	5,490	5,790	6,270	7,550
<b>Hackney</b>	2,450	2,550	2,790	3,130	3,820
<b>Haringey</b>	3,050	3,200	3,410	3,790	4,590
<b>Hounslow</b>	3,520	3,760	4,150	4,410	5,080
<b>Lambeth</b>	3,050	3,100	3,350	3,750	4,540
<b>Lewisham</b>	3,390	3,570	3,910	4,430	5,580
<b>Merton</b>	3,080	3,410	3,780	3,920	4,610
<b>Redbridge</b>	4,480	4,780	5,130	5,500	6,260
<b>Southwark</b>	3,320	3,440	3,790	4,330	5,380
<b>Sutton</b>	3,660	3,930	4,190	4,410	5,290
<b>Waltham Forest</b>	3,270	3,360	3,540	3,830	4,530

The older population in Greenwich is one of the least diverse in London Boroughs. In 2009, only 10.7% of the population aged 65 or more are from a BME community. However by 2025 it is expected that 21% of the population aged 65 or more will be from a BME community. In 2009, the largest BME populations aged 65 or more are Indian, and Black Caribbean. As the Black African population is younger, there are only around 400 people in the Black African population who are aged 65 or more. By 2025, the BME populations in Greenwich aged 65 will show increasing diversity. There are expected to be as many Black African people aged 65 or more as Indian people. The Black Caribbean population in this age group will also grow<sup>21</sup>.

### **Greenwich Older Peoples Statutory Assessments**

The average age of the older people entering the statutory social care system is **81.9**. The average age of new older clients has been slowly rising over the last three years (it was **80.8** in 2009/10). The number of older people receiving services in the community has been steadily declining over the last three years (13% reduction between 2009 and 2012). During this period the number of older people receiving home care services has dropped by 17% but the proportion of older

<sup>19</sup> General Housing Survey 2007

<sup>20</sup> Greenwich JSNA, 2011/2012

<sup>21</sup> Greenwich JSNA, 2011/2012

people with higher home care packages (more than 10 hours per week) has increased. Local analysis has shown that Greenwich is supporting significantly less clients with small packages of care i.e. clients receiving less than 2 hours of home care per week have dropped by 41% over the last 2 years and 50% domestic home care services have been closed.

The table below provides clients receiving services in Greenwich as reported to the Centre for Applied Social Science Research (CASSR) for people aged 18 to 65+.

	RAP year end with additions 11/12 RAP		Framework I Comparable Data			
			11/12 Quarter 1 – Quarter 3		12/13 Quarter 1 – Quarter 3	
18 – 64	2039	39%	1218	32%	1281	34%
65 +	3126	61%	2638	68%	2475	66%
<b>Total</b>	<b>5165</b>	<b>100%</b>	<b>3856</b>	<b>100%</b>	<b>3756</b>	<b>100%</b>

The numbers of older people within day care has remained relatively static with 365 older people accessing day services during 2011/12. There has been a **23%** increase in older people receiving a **direct payment** (personal budget) over the last three years (during 2011/12 - 159 older people received a direct payment)<sup>22</sup>. The table below is the expenditure for day care provision and direct payments given to older people in 2011/2012 and projected expenditure for 2012/2013.

Provision Description	2011/2012 Actual Full Year Outturn	2012/2013 Projected Full Year Outturn	Comments in relation to 2012/2013 Expenditure
<b>Older People</b> Day Care Provision	£1,094,103	£940,292	365 people accessing day care provision in October 2012 from Neighbourhood Resources Centres, Age UK Day Care Provision and Cultural specific day care.
<b>Direct Payment</b>	£692,000	£841,000	Amount given directly in lieu of procuring direct services for Older People and their Carers.

#### 4. Benchmarking Information and Quality Assurance

The Greenwich comparative CIPFA costs with other comparator boroughs for care homes is detailed in **Appendix A – Table 9. Tables 10 and 11 – Appendix A** provides the local benchmarking undertaken by contracts officers in relation to the costs for residential care and domiciliary (home) care in comparator boroughs.

A growing number of older people over 65 need paid help and support with their everyday life. Some people live within care homes, but homecare is one of the main ways in which such help and support is supplied by DAOPS. Royal Greenwich has to comply with the European Convention on Human Rights, including when commissioning, providing or monitoring care services. The Convention protects several rights but two most pertinent ones are: the right to respect for private and family life, which includes respect for dignity and autonomy (Article 8); and the prohibition of inhuman and degrading treatment (Article 3).

<sup>22</sup> DAOPS Performance Team, Dec 2012

The quality of registered provision can be partially assessed by the Care Quality Commission's (CQC's) essential standards regulation inspection reports which are used as an audit tool by the Contract Officers in DAOPS to review the quality of registered organisations from which care is commissioned from. This enables us to understand how these services are currently being managed and maintained and how they will seek improvements for the expected standards that have not been met or need to be improved. DAOPS Contract Officers monitor any agreed improvement plans drafted by registered care providers either directly for DAOPS or for CQC.

In addition DAOPS Contract Officers have a local system of undertaking monitoring visits, investigating quality alerts and complaints raised; being involved in safeguarding investigations and logging compliments received from a wide range of stakeholders (including people that use these services) to determine the quality of our local care home and home care provisions. An audit for the period April 2012 until January 2013 is provided in **Table 13 & 14 – Appendix A** which provides a quality audit of local care homes and home care agencies on the framework contract.

A Personal Social Services Survey of Home Care Users in England aged 65 and over was undertaken in 2008/2009 and the findings are as follows: 91% (729) respondents were satisfied with the home help service they received and 9% (76) respondents were dissatisfied; 95% (747) respondents stated the care workers arrive on time while 5% (31) responded stated they do not arrive on time; 95% (737) responded stated they nearly always see the same care worker while 5% (38) respondents stated they did not; 86% (675) respondents felt with help they feel in control of their daily life while 12% (104) respondents either had some control or no control over their daily life; and 95% (744) respondents were always happy or usually happy with the way care workers treated them while 5% (40) respondents were sometimes or never happy with the way their care workers treated them.

A further Adult Social Care Survey was undertaken for the period 2011/2012 and also provided some intelligence about the satisfaction levels with social care. 202 people aged 65 + responded to the survey and 146 people were in receipt of home care services. 89% (135 people) stated they were satisfied with the home care services and 11% (16 people) stated they were dissatisfied. **Table 12 – Appendix A** provides a summary of these reported findings. The survey outcomes reported by respondents age 65 and over for 2008/2009 and 2011/2012 were for the majority positive and showed a relatively low level of dissatisfaction with some of the home care provided to them.

The Equalities and Human Rights Commission<sup>23</sup> interviewed 40 people and their families who were receiving home care in 2011 and summarised that the respondents interviewed stated that the skills and professionalism of care workers was often praised by respondents, but some were upset by the slapdash and hurried work, failure to tidy up and lack of respect towards them and their home. They complained more about indifference, being treated 'like a number' and being ignored.

The Care Quality Commission (CQC) launched the findings of a report into home care provision on Wednesday 13 February 2013. It articulated that people want to be listened to, respected and able to exercise choice.

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<sup>23</sup> [www.equalityhumanrights.com](http://www.equalityhumanrights.com) – Older people experiences of homecare in England. Research Report 79, Autumn 2011

Overall CQC found most providers were delivering a good service, but a minority of people are affected by late or missed calls, lack of continuity of care workers, unsupported staff; poor care planning, and failures of providers to listen to people using services and their families and carers.

The report captures the findings from a programme of themed inspections covering 250 domiciliary care (home care) agencies providing at-home support and care to around 26,500 people. The inspections checked the quality of home care provision for people aged 65 and over across England.

The report identifies levels of compliance against five of CQC's national standards:

- **Respecting and involving people who use services.**
  - The overwhelming majority of providers were respecting and involving people (97% or 241 providers). Where providers were failing to meet an element of the standard, CQC found people did not feel valued because their visits were often delayed or sometimes cancelled. This was made worse if people were not kept informed if their care worker was going to be late. It sometimes appeared that people were resigned to accepting a level of unreliability within the service.
- **The care and welfare of people who use services.**
  - The majority of providers were promoting the care and welfare of people using this service (85% or 212 providers). Thirty-eight providers were not meeting this standard, with just under a third of these located in London. CQC found a number of occasions when risks associated with a person's care or medical conditions, such as diabetes or catheter care, had not been assessed, and care plans had not been updated for several years.
- **Safeguarding people who use services from abuse.**
  - The overwhelming majority of providers were safeguarding people from abuse (96% or 240 providers). Many providers had processes that detailed the action that staff and managers had to take if they suspected any abuse and all agencies had a whistleblowing procedure. Of the ten who failed to meet this standard five were found to have a moderate impact and CQC took enforcement action against one provider.
- **How providers support their staff.**
  - The majority of providers were supporting their staff (88% or 221 providers). People who receive care in their own home, and their relatives, value care workers who are knowledgeable and understand their or their relative's condition. Twenty nine providers were failing to meet this CQC national standard, of these, three were judged to be of moderate impact on patients and one service was judged to be major.
- **How providers assess and monitor the quality of the services they deliver.**
  - The majority of providers demonstrated an ability to monitor and assess their services (85% or 212 providers). CQC inspectors saw a range of effective methods of monitoring quality including: agencies that made weekly phone calls to people using services to check that the care was meeting their needs; and annual quality audits. Of the 38 agencies who failed to meet this standard 15 agencies were judged to have a moderate impact and two had a major impact on people.

Overall, CQC inspections have revealed that many agencies are providing a service to people in their own homes which they value and are content with. But CQC have also seen that some areas need improvement and action from those who commission and provide home care.

Overall the report makes 15 recommendations aimed at driving improvement across the sector. Providers need to work more closely with local authority commissioners to improve care and find solutions to these common problems, and put systems in place to monitor the impact of missed or late visits on people receiving care. Where providers are failing to meet CQC national standards they must learn from the good practice that exists across the sector.

The report has identified a reluctance to complain, some people are worried about getting their regular care workers into trouble and others may be worried about reprisals if they complain. The CQC wants to use this report to inform people of what good home care and poor home care look like.

These findings will be used to inform continuing service development (as detailed in the DAOPS direction of travel) and improve the service DAOPS commission for people in receipt of a home care service.



## Appendix A

**Table 1**

### Older People Care Homes Registered in Greenwich and their current capacity

Spot Care Homes	Location	Category of Care	Capacity
Brook House Care Centre	Thamesmead	Nursing Nursing Dementia Young Persons Disability	30 30 14
The Oaks	New Eltham	Nursing Dementia Mental Health	94 19
Weybourne	Abbey Wood	Residential Dementia	40
Gallions View Nursing Home	Thamesmead	Nursing Nursing Dementia	90 30
Sunbury Lodge	Woolwich	Residential	47
Charlton Park Care Home	Charlton	Nursing Nursing Dementia	31 35
Perrygrove <b>Due to close in October 2013</b>	Charlton	Residential Dementia	43
Riverlee Care Home	Greenwich	Residential Dementia Nursing Nursing Dementia	16 16 46
Westcombe Park Nursing Home	Blackheath	Nursing	51
Cullum Welch Court Care Home	Blackheath	Residential Nursing	60
Aldington House	Blackheath	Residential	31
Puddingstone Grange <b>Due to open in October 2013</b>	Plumstead	Residential Dementia	63
			<b>786</b>

**Table 2**

### Block Contracted Care Homes in Greenwich (Neighbourhood Resource Centres)

Block Contracted Care Homes	Location	Category of Care	Capacity
Meadows House	Kidbrooke	Residential Dementia	41
Ashgreen House	Woolwich	Residential Nursing Intermediate Care	31 9 10
Time Court	Charlton	Residential Nursing Intermediate Care	36 10 10
			<b>147</b>

**Table 3****Oxleas NHS Foundation Trust managed Intermediate Care Beds**

<b>Oxleas</b>	<b>Location</b>	<b>Category of Care</b>	<b>Capacity</b>
Gallions View Nursing Home – Bevan Unit	Thamesmead	Intermediate Care	26
			<b>26</b>

**Table 4****Sheltered Housing Schemes in Greenwich**

<b>Sheltered Housing Scheme</b>	<b>Location</b>	<b>Capacity</b>
133 Langton Way Blackheath SE3 7JY	Charlton/Blackheath	45
40 Little heath Road SE7 8BQ	Charlton/Blackheath	39
Wentworth House 35 Charlton Road SE3 7HH	Charlton/Blackheath	49
Minnie Bennett House 164 Shooters Hill Road SE3 8RN	Charlton/Blackheath	33
Beacham Close St Alfege Road, Charlton SE7 8JA	Charlton/Blackheath	42
Hider Court, Hervey Road, Blackheath SE3 8RR	Charlton/Blackheath	46
124 Holbourne Road, Blackheath SE3 8HT	Charlton/Blackheath	14
112 Eltham Road SE12 8UL	Eltham	39
Garnett Close Grangehill Road SE9 1SU	Eltham	63
Ann Stroud Court 80 Eltham Road SE12 8UA	Eltham	40
Sam Manners House 57 Tuskar Street SE10 9UJ	Greenwich	40
Collerston House, 2 Armitage Road SE10 0HU	Greenwich	41
Strand Court 33 Strandfield Close Plumstead SE18 1LB	Plumstead	60
Mandela House, 2 Pendrell Street, Plumstead SE18 2PQ	Plumstead	29
George Akass House 1 – 4 Vicarage Park SE18 7SY	Woolwich	24
Len Clifton House, 1 Cambridge Barrack Road SE18	Woolwich	42
5SFBill Walden House, 70 Wellington Street SE18 6PY	Woolwich	43
		<b>689</b>

**Table 5****Older People Supporting People funded schemes**

<b>Older People previous Supporting People funding – delivering - Floating Support, Warden and Alarm Provision</b>	<b>Location</b>	<b>Units and Hours</b>
<b>Age UK Bromley and Greenwich (Provider)</b> Good Neighbourhood Scheme Windrush House – <b>caters for African Caribbean Older People</b> Dave Ramsey House Rose Court Seidle House Roberts Close Keith Sutton House Mervyn Stock House Michael Marshal House	<b>Borough Wide</b> Woolwich Plumstead Woolwich Woolwich Woolwich New Eltham New Eltham New Eltham	120 14 35 30 30 18 12 12 18
<b>ASRA (Provider)</b> Amar Court - <b>caters for Asian Elders</b> Amardeep Court - <b>caters for Asian Elders</b>	Plumstead Plumstead	15 16
<b>New World (Provider) – Caters for Chinese/Vietnamese</b>	Blackheath	12
<b>Riverside English Churches Housing Group (Provider)</b> Tunstall Alarm to: Central Court Layfield Emmanuel Close	Woolwich Greenwich Plumstead	30 48
<b>Thomas Philipot’s Almshouse Charity (Provider)</b>	Eltham	36
		<b>Total 446</b>

**Table 6 - Extra Sheltered Care Housing Schemes**

<b>Extra Sheltered Care Housing</b>	<b>Location</b>	<b>Units</b>
Richard Neve House (Royal Borough Greenwich)	Plumstead	43
Lakeview Court (Gallions Housing Association)	Thamesmead	58
Royal Military Academy (London and Quadrant)	Woolwich	60
		<b>161</b>

**Table 7- Third Sector Organisations**

<b>Provision of Universal Information, Advice, Advocacy and Follow Up</b>	<b>Client Group</b>
Greenwich Mencap	All Ages - <b>Learning Disabilities</b>
Greenwich MIND	All Ages - <b>Mental Health</b>
<b>Age UK Greenwich and Bromley</b>	<b>All Client Group - Older People</b>
<b>Advocacy for Older People</b>	<b>All Client Group - Older People</b>
Greenwich Carers Centre	All Client Group - <b>Carers</b>
Advocacy in Greenwich	All Ages - <b>Learning Disabilities</b>
Greenwich Association of Disabled People (GAD)	All Client Group - <b>Physical Disabilities and Sensory Impairment</b>
Metro Harbour Health Consortium	All Client Group and Ages with <b>Sexual Health and HIV Needs</b>
<b>Provision of Social and Peer Group (Health, Well-being and Carers) Activities</b>	<b>Client Group</b>
Crossroads (Dementia Café)	<b>Carers and People with Dementia</b>
Greenwich Carers Centre (Social Activities)	<b>All client groups and all ages Carers</b>
Greenwich MIND (Social Activities)	All ages - <b>Mental Health</b>
Volcare (sitting service using volunteers)	<b>Carers of Older People</b>
Royal London Society for the Blind (RLSB)	<b>Blind and Visually Impaired People</b>
Greenwich Mencap (Social Activities)	All Ages – <b>Learning Disabilities</b>
<b>Provision Older People Day Services and Transport</b>	<b>Client Group</b>
<b>Age UK (Day Care and Transport)</b> Provided out of Neighbourhood Resource Centres (NRC's) buildings	<b>Older People</b>
<b>Provision of Support Planning</b>	<b>Client Group</b>
Choice and Control Consortium comprising of: Greenwich Carers Centre, Age UK Greenwich and Bromley; Greenwich Mencap; Advocacy in Greenwich; Greenwich Association of Disabled People (GAD); Slivers of Time (software); Carers Support Bexley (Volcare); and Community Options.	<b>All Clients Groups – All Ages</b>
<b>Greenwich Person-2-Person Volunteering Scheme</b>	
Greenwich Carers Centre	<b>All Client Groups</b>

**Table 8****Distribution of Older People by top (x number) wards compared to those in receipt of Council Support – ONS 2011 Census PPO4**

<b>Raking</b>	<b>Ward by total population (ONS)</b>	<b>Ward by population aged over 65</b>	<b>Ward by number of council funded packages of day care (RAP return) snapshot data as at Dec 12 - 65+</b>	<b>% of Ward 65+ in receipt of a service</b>	<b>Ward by number of council funded packages of domiciliary care (Rap return) state year) snapshot data as at Dec 12 - 65+</b>	<b>% of Ward 65+ in receipt of a dom care service</b>
<b>Rank 1 - Coldharbour and New Eltham</b>	13062	2204	111	5%	81	4%
<b>Rank 2 - Eltham North</b>	12519	2083	121	6%	89	4%
<b>Rank 3 - Eltham South</b>	12541	1969	87	4%	68	3%
<b>Rank 4 - Blackheath Westcombe</b>	12875	1933	110	6%	67	3%
<b>Rank 5 - Middle Park and Sutcliffe</b>	13505	1922	106	6%	78	4%
<b>Rank 6 - Kidbrooke with Hornfair</b>	14300	1703	110	6%	72	4%
<b>Rank 7 - Shooters Hill</b>	13433	1668	79	5%	51	3%
<b>Rank 8 - Charlton</b>	14385	1545	108	7%	62	4%
<b>Rank 9 - Abbey Wood</b>	15704	1502	78	5%	54	4%
<b>Rank 10 - Plumstead</b>	16736	1439	125	9%	93	6%
<b>Rank 11 - Glyndon</b>	18171	1284	92	7%	34	3%
<b>Rank 12 - Eltham West</b>	10399	1278	79	6%	55	4%
<b>Rank 13 - Greenwich West</b>	16527	1272	50	4%	36	3%
<b>Rank 14 -</b>	19120	1190	102	9%	45	4%

<b>Woolwich Riverside</b>						
<b>Rank 15 - Peninsula</b>	14051	1166	65	6%	46	4%
<b>Rank 16 - Woolwich Common</b>	17499	1026	178	17%	106	10%
<b>Rank 17 - Thamesmead Moorings</b>	19730	932	95	10%	76	8%
<b>Totals</b>	<b>254,557</b>	<b>26,116</b>	<b>1,696</b>		<b>1,113</b>	

**Table 9**

**Unit Cost in £ for Residential and Nursing Care for Older People 2011/2012 London  
CIPFA Comparator Group**

<b>Area</b>	<b>Nursing Care for older people</b>	<b>Residential care for older people</b>	<b>Residential and nursing care for older people</b>
<b>Barking and Dagenham</b>	<b>687</b>	<b>531</b>	<b>568</b>
<b>Merton</b>	<b>673</b>	<b>519</b>	<b>583</b>
<b>Bexley</b>	<b>525</b>	<b>626</b>	<b>585</b>
<b>Redbridge</b>	<b>493</b>	<b>704</b>	<b>595</b>
<b>Lewisham</b>	<b>671</b>	<b>566</b>	<b>614</b>
<b>Greenwich</b>	<b>635</b>	<b>615</b>	<b>623</b>
<b>Enfield</b>	<b>619</b>	<b>633</b>	<b>629</b>
<b>Hackney</b>	<b>625</b>	<b>636</b>	<b>633</b>
<b>Southwark</b>	<b>585</b>	<b>681</b>	<b>639</b>
<b>Sutton</b>	<b>542</b>	<b>741</b>	<b>660</b>
<b>Lambeth</b>	<b>728</b>	<b>610</b>	<b>664</b>
<b>Haringey</b>	<b>730</b>	<b>701</b>	<b>708</b>
<b>Ealing</b>	<b>748</b>	<b>762</b>	<b>755</b>
<b>Waltham Forest</b>	<b>601</b>	<b>834</b>	<b>775</b>
<b>Hounslow</b>	<b>827</b>	<b>1016</b>	<b>929</b>

**Table 10**

## Comparative Rates paid for Residential and Nursing Care for Older People in other Boroughs for specific types of residential and nursing care

(PLEASE NOTE THAT ALL NURSING & NURSING DEMENTIA FEES ARE INCLUSIVE OF FUNDED NURSING CARE OF £108.70)

Borough	Residential	Residential Dementia	Residential Nursing	Residential Nursing with Dementia
<b>Greenwich</b>	<b>£400-£450</b>	<b>£450-£500</b>	<b>£550-£600</b>	<b>£650-£700</b>
<b>Barking &amp; Dagenham</b>	<b>£463</b>	<b>£549.90</b>	<b>£585</b>	<b>£585</b>
<b>Bexley</b>	<b>£434.86-£525.74</b>	<b>£480.00 - £540.00</b>	<b>£580.82-£632.00</b>	<b>£625.00 - £635.00 in borough £595.00 - £650.00 out of borough</b>
<b>Brent</b>	<b>£466</b>	<b>£540</b>	<b>£616</b>	<b>£627</b>
<b>Ealing</b>	<b>£466</b>	<b>£540</b>	<b>£616</b>	<b>£642</b>
<b>Hackney</b>	<b>£450-£500</b>	<b>£500-£550</b>	<b>£550-£650</b>	<b>£65- - £700</b>
<b>Haringey</b>	<b>£575 Block contract to supply both res and res dem</b>	<b>£575</b>	<b>£660</b>	<b>£695</b>
<b>Hounslow</b>	<b>£480- £500</b>	<b>£500 - £535</b>	<b>£580 - £620</b>	<b>£600 - £635</b>
<b>Lambeth</b>	<b>£414.00</b>	<b>£445.50</b>	<b>£535.50</b>	<b>£549</b>
<b>Lewisham</b>	<b>£474.35 - £516.11</b>	<b>£464.60 - £612.44</b>	<b>£604.67 - £750.00</b>	<b>£655.04 - £714.55</b>
<b>Merton</b>	<b>£423-£453</b>	<b>£423-£453</b>	<b>£555-£585</b>	<b>£555-£585</b>
<b>Redbridge</b>	<b>£474.70</b>	<b>£535.30</b>	<b>£602.89</b>	<b>£602.89</b>
<b>Southwark</b>	<b>£488.64 -£500.44</b>	<b>£530.74-£544.77</b>	<b>£612.33- £624.13</b>	<b>£488.90- £678.83</b>
<b>Sutton</b>	<b>£415.00</b>	<b>£436.00</b>	<b>£575.70</b>	<b>£597.70</b>
<b>Waltham Forest</b>	<b>Up to £476</b>	<b>Level 2 £549 Higher needs level3 £605</b>	<b>£640.70 inclusive of FNC</b>	<b>Same as Nursing but higher fees will be agreed linked to level of need</b>



**Table 11 - Comparative Rates paid for Domiciliary (Home) Care in other Boroughs**

<b>Borough</b>	<b>Domestic Hourly Rate</b>	<b>Personal Care Hourly Rate</b>
Barking & Dagenham	£11.00	£11.00 - £13.00
Bexley	£12.35	£12.35
Brent	£10.23	£10.23 - £14.00
Ealing	£12.50	£12.50 - £13.50
Enfield	£13.85 - £13.96	£13.85 - £13.96
Hackney	£11.98 £18.00 in-house £15 - £18.69 – cultural/specialist	£11.98 £18.00 in-house £15 - £18.69 – cultural/specialist
Hounslow	£17.44	£17.44
<b>Greenwich</b>	<b>£9.50 - £11.00</b>	<b>£11.50 - £13.00</b>
Lambeth	£19.37	£19.37
Lewisham	£14.45	£14.50
Merton	£10.10 - £13.33	£10.10 - £13.33
Southwark	£10.96 – £12.32	£10.96 – £12.32
Sutton	£12.98 - £16.45	£12.98 - £16.45
Waltham Forest	£12.88 £13.83 Learning Disabilities	£12.88 £13.83 Learning Disabilities
Bromley	£12.50	£12.50

**Table 12 – Adult Social Care Survey 2011/2012**

<b>Questions</b>	<b>65+ Responses</b>	<b>65+ Percentage</b>	<b>65+ Home Care Services Users</b>	<b>65+ Home Care Services Users Percentage</b>
I am extremely satisfied	51	24%	36	24%
I am very satisfied	78	37%	50	33%
I am quite satisfied	57	27%	49	32%
I am neither satisfied or dissatisfied	18	9%	10	7%
I am quite dissatisfied	3	1%	4	3%
I am very dissatisfied	2	1%	2	1%
I am extremely dissatisfied	1	0%	0	0%
No response	8	N/A	5	N/A
<b>Totals</b>	<b>210</b>		<b>151</b>	

**Table 13 - Care Homes Quality Audit (April 2012 – 31<sup>st</sup> January 2013)**

\*SVA = Safeguarding Vulnerable Adults Investigations

\* Other = MP Enquiries

<b>Provider</b>	<b>Date of CQC Inspection Report</b>	<b>CQC Quality Standard Compliant Yes/No</b>	<b>Local Quality Audit of SVA, Quality Alerts, Complaints, and Compliments – Period 04/2012 to 01/2013</b>
Aldington House Residential Home 107a Blackheath Park Blackheath SE3 0EY	7 <sup>th</sup> August 2012	<b>YES</b>	SVA = 4 Quality Alert = 0 Complaints = 0 Compliments = 1 Other = 0 <u>SVA Outcomes</u> 1 inconclusive 2 withdrawn 1 pending
Ashgreen House NRC Sandbach Place Woolwich SE18 7EX	29 <sup>th</sup> September 2011	<b>YES</b>	SVA = 5 Quality Alert = 2 Complaints = 0 Compliments = 0 Other = 0 <u>SVA Outcomes</u> 5 pending
Brook House Nursing Home 20 Meadowford Close Thamesmead London SE28 8GA	25 <sup>th</sup> December 2012	<b>NO</b> <b>Standards not met:</b> 1. Standard of caring for people safely & protecting them from harm	SVA = 24 Quality Alert = 4 Complaints = 0 Compliments = 0 Other = 0 <u>SVA Outcomes</u> 2 partially upheld 1 substantiated 16 pending
Charlton Park Care Centre Park Farm Cemetery Lane Charlton SE7 8DZ	9 <sup>th</sup> October 2012	<b>YES</b>	SVA = 10 Quality Alert = 0 Complaints = 2 (not upheld) Compliments = 1 Other = 0 <u>SVA Outcomes</u> 1 inconclusive 9 pending 1 with district nurse
Cullum Welch Court	31 <sup>st</sup> August 2012	<b>YES</b>	SVA = 1 Quality Alert = 0 Complaints = 0 Compliments = 0 Other = 0
Gallions View Nursing Home Pier Way Thamesmead SE28 0FH	26 <sup>th</sup> October 2012	<b>NO</b> <b>Standards not met:</b> 1. Standard of staffing 2. Standards of management	SVA = 10 Quality Alert = 2 Complaints = 2 (1 upheld and 1 not upheld) Compliments = 2 Other = 1 <u>SVA Outcomes</u> 2 not substantiated 1 substantiated 2 withdrawn 5 pending
Marlborough Court	12 <sup>th</sup> December 2012	<b>YES</b>	SVA = 2 Quality Alert = 0 Complaints = 2 (1 upheld and 1 not upheld) Compliments = 2 Other = 0 <u>SVA Outcomes</u> 2 pending

Meadows House NRC Tudway Road Kidbrooke SE3 9SP	26 <sup>th</sup> June 2012	<b>NO</b> <b>Standards not met:</b> 1. Standard of treating people with respect and involving them in their care 2. Standards of providing care, treatment & support which meets people's needs.	SVA = 8 Quality Alert = 2 Complaints = 1 (not upheld) Compliments = 1 Other = 0 <u>SVA Outcomes</u> 5 substantiated 2 pending
Perrygrove	5 <sup>th</sup> July 2012	<b>NO</b> <b>Standards not met:</b> 1. Standards of providing care, treatment & support which meets people's needs. 2. Standards of staffing	SVA = 0 Quality Alert = 2 Complaints = 0 Compliments = 1 Other = 0
Riverlee Care Centre Nursing	7 <sup>th</sup> December 2011	<b>No</b> <b>Standards not met:</b> 1. Standards of providing care, treatment & support which meets people's needs. 2. Standards of staffing	SVA = 2 Quality Alert = 0 Complaints = 1 (not upheld) Compliments = 0 Other = 0 <u>SVA Outcomes</u> 1 withdrawn 1 pending
Time Court	19 <sup>th</sup> January 2013	<b>YES</b>	SVA = 7 Quality Alert = 2 Complaints = 0 Compliments = 1 Other = 0 <u>SVA Outcomes</u> 2 substantiated 5 pending 2 Health investigating
Sunbury Lodge Residential Home	4 <sup>th</sup> October 2012	<b>YES</b>	SVA = 4 Quality Alert = 0 Complaints = 0 Compliments = 0 Other = 0 <u>SVA Outcomes</u> 4 pending
The Oaks Care Centre	9 <sup>th</sup> January 2013	<b>NO</b> <b>Standards not met:</b> 1. Standards of providing care, treatment & support which meets people's needs. 2. Standard of caring for people safely & protecting them from harm 3. Standards of management	SVA = 25 Quality Alert = 0 Complaints = 0 Compliments = 0 Other = 0 <u>SVA Outcomes</u> 1 substantiated 1 withdrawn 18 pending
Westcombe Park	11 <sup>th</sup> April 2012	<b>NO</b> 1. Standard of caring for people safely & protecting them from harm 2. Standards of staffing	SVA = 1 Quality Alert = 2 Complaints = 0 Compliments = 0 Other = 0 <u>SVA Outcomes</u> 1 not upheld
Weybourne	11 <sup>th</sup> June 2012	<b>NO</b> 1. Standards of providing care, treatment & support which meets people's needs. 2. Standards of staffing	SVA = 8 Quality Alert = 0 Complaints = 3 (1 withdrawn, 1 not upheld and 1 pending) Compliments = 1 Other = 0 <u>SVA Outcomes</u> 1 upheld 3 withdrawn 2 pending

**Table 14 – Homes Care Quality Audit (April 2012 – 31<sup>st</sup> January 2013)**

<b>Provider</b>	<b>Date of CQC Inspection Report</b>	<b>CQC Quality Standard Compliant Yes/No</b>	<b>Local Quality Audit of SVA, Quality Alerts, Complaints, and Compliments – Period 04/2012 to 01/2013</b>
Allied Healthcare – London East	14 Dec 2012	<b>NO</b> <b>Standards not met:</b> 1. Standard of caring for people safely & protecting them from harm	<b>NO ALERTS</b>
Allied Healthcare - Bromley (formerly Saga Homecare)	3 Feb 2012	<b>YES</b>	<b>Quality Alert 2</b> <u>Type</u> Missed visit 2  <b>SVA 2</b> <u>Type</u> Neglect 1 Physical 1  <u>Outcome</u> Partially Substantiated 1 Withdrawn 1
Alters Recruitment	1 Nov 2012	<b>NO</b> <b>Standards not met:</b> 1. Standards of management	<b>Complaint 1</b> <u>Outcome</u> Upheld 1  <b>Quality Alert 7</b> <u>Type</u> Communication failure 2 Late arrival 1 Missed visit 4
Angel Human Resources Limited	Not inspected since registration on 6 Dec 2012  Not previously inspected since registration on 7 Oct 2011	<b>YES</b>  <b>YES</b>	<b>Quality Alert 2</b> <u>Type</u> Incorrect moving and handling 1 Timesheet Inaccurate recording 1
Ark Home Healthcare	12 July 2012	<b>NO</b> <b>Standards not met:</b> 1. Standard of treating people with respect and involving them in their care 2. Standards of providing care, treatment & support which meets people's needs. 3. Standard of caring for people safely & protecting them from harm 4. Standards of staffing 5. Standards of management	<b>Complaint 1</b> <u>Outcome</u> Upheld 1  <b>Quality Alert 21</b> <u>Type</u> Communication failure 2 Irregular carers 1 Late arrival 5 Late arrival double

			<p>handler 1  Length of visits 1  Missed visit 7  Only 1 carer arriving for double hander 2  Property left insecure 1  Visits too early 1</p> <p><b>SVA 2</b>  <u>Type</u>  Neglect 2</p> <p><u>Outcome</u>  Inconclusive 1  Substantiated 1</p>
Avante Community Support	Not inspected since registration on 26 Jan 2012	<b>YES</b>	<p><b>Quality Alert 2</b>  <u>Type</u>  Missed visit 2</p>
Bestvalue Homecare Services UK	7 Nov 2012	<p><b>NO</b>  <b>Standards not met:</b>  1. Standards of providing care, treatment &amp; support which meets people's needs.  2. Standards of management</p>	<p><b>Quality Alert 8</b>  <u>Type</u>  Communication failure 2  Duties not performed 1  Inappropriate behaviour 2  Missed visit 2  Only 1 carer arriving for double hander 1</p> <p><b>SVA 6</b>  <u>Type</u>  Emotional or Psychological 2  Neglect 2  Physical 1  Sexual, Emotional &amp; Psychological 1</p> <p><u>Outcome</u>  Inconclusive 1  Not Substantiated 1  Withdrawn 1  On-going 3</p>
Blue Ocean Services Limited	Not inspected since registration on 7 Nov 2011	<b>YES</b>	<p><b>Quality Alert 3</b>  <u>Type</u>  Late arrival 1  Length of visits 1  Missed visit 1</p> <p><b>SVA 3</b>  <u>Type</u>  Financial 3</p> <p><u>Outcome</u>  Not Substantiated 1  Substantiated 1  Withdrawn 1</p>

BS Homecare	4 May 2011	<b>YES</b>	<b>NO ALERTS</b>
Capital Homecare UK (formerly Somali Carers Project)	10 Sept 2012	<b>YES</b>	<b>Quality Alert 5</b> <u>Type</u> Missed visit 2 Inappropriate behaviour 1 Length of visits 1 Missed visit 1
Care Matters UK Limited	10 Sept 2012	<b>NO</b> <b>Standards not met:</b> 1. Standards of staffing	<b>Quality Alert 2</b> <u>Type</u> Late arrival 1 Inappropriate behaviour 1  <b>SVA 1</b> <u>Type</u> Neglect 1  <u>Outcome</u> On-going 1
Care Outlook Limited	17 Feb 2012	<b>YES</b>	<b>Quality Alert 5</b> <u>Type</u> Duties not performed 1 Irregular carers 1 Late arrival 2 Late arrival double handler 1  <b>SVA 1</b> <u>Type</u> Financial 1  <u>Outcome</u> Inconclusive 1
Care UK Homecare	14 Feb 2012	<b>NO</b> <b>Standards not met:</b> 1. Standards of staffing	<b>Quality Alert 22</b> <u>Type</u> Charged missed visit 1 Communication failure 2 Duties not performed 3 Inappropriate behaviour 1 Irregular carers 1 Late arrival 6 Late arrival double handler 1 Missed visit 4 Money/Payment 1 Not carrying out work. 1  <b>SVA 1</b> <u>Type</u> Financial 1  <u>Outcome</u> Withdrawn 1
Carewatch (Graham)	Not inspected since registration on 29 Sept	<b>YES</b>	<b>Complaint 1</b> Upheld 1

Homecare)	2010		<b>Quality Alert 2</b> <u>Type</u> Duties not performed 2
Crossroads Care Bexley	17 July 2012	<b>YES</b>	<b>Quality Alert 1</b> Missed visit 1
Eleanor Nursing and Social Care	14 Feb 2012	<b>YES</b>	<b>Quality Alert 5</b> <u>Type</u> Duties not performed 2 Late arrival 1 Only 1 carer arriving for double hander 1 Inappropriate behaviour 1
Enara Group Limited	25 April 2012	<b>YES</b>	<b>Quality Alert 4</b> <u>Type</u> Duties not performed 1 Late arrival 2 Inappropriate behaviour 1  <b>SVA 1</b> <u>Type</u> Neglect 1  <u>Outcome</u> On-going 1
First Choice Social Care	25 Jan 2012	<b>YES</b>	<b>Quality Alert 15</b> Duties not performed 3 Missed visit 2 Inappropriate behaviour 1 Late arrival 3 Late arrival double handler 1 Length of visits 1 Only 1 carer arriving for double hander 2 Communication failure 2  <b>SVA 2</b> <u>Type</u> Neglect 2  <u>Outcome</u> Partially Substantiated 1 On-going 1
GAD	Not inspected since registration on 26 Aug 2010	<b>YES</b>	<b>Quality Alert 2</b> <u>Type</u> Duties not performed 2  <b>SVA 1</b> Neglect 1  <u>Outcome</u> On-going 1

Greenwich Mencap	27 March 2012	<b>NO</b> Standards not met: 1. Standards of staffing	<b>NO ALERTS</b>
Harmony Home Aid Services	25 May 2011	<b>YES</b>	<b>Quality Alert 5</b> <u>Type</u> Duties not performed 2 Missed visit 2 Timesheet Inaccurate recording 1  <b>SVA 1</b> <u>Type</u> Financial 1  <u>Outcome</u> On-going 1
London Care Plc.	27 Aug 2012	<b>NO</b> Standards not met: 1. Standards of management	<b>Quality Alert 2</b> <u>Type</u> Duties not performed 1 Timesheet Inaccurate recording 1
London Community Home Care (formerly Excelcare)	7 June 2012	<b>YES</b>	<b>Quality Alert 20</b> <u>Type</u> Charged missed visit 1 Communication failure 1 Duties not performed 1 Late arrival 2 Visit too early 1 Missed visit 12 Inappropriate behaviour 1 Timesheet Inaccurate recording 1  <b>SVA 2</b> <u>Type</u> Neglect 2  <u>Outcome</u> Substantiated 1 On-going 1
OCTA (Oasis Care and Training Agency)	17 May 2012	<b>YES</b>	<b>Quality Alert 4</b> <u>Type</u> Communication failure 1 Duties not performed 1 Inappropriate behaviour 2
Plan Care	10 Oct 2011	<b>NO</b> Standards not met: 1. Standards of staffing	<b>Quality Alert 2</b> <u>Type</u> Communication failure 1 Missed visit 1  <b>SVA 1</b> <u>Type</u> Neglect 1



			<u>Outcome</u> Inconclusive 1
Sevacare (UK) Limited	1 Dec 2011	<b>YES</b>	<b>Quality Alert 3</b> <u>Type</u> Late arrival 1 Missed visit 2
Star Care UK Limited	Not inspected since registration on 18 Aug 2010	<b>YES</b>	<b>Quality Alert 5</b> <u>Type</u> Duties not performed 1 Inappropriate behaviour 2 Late arrival 1 Only one carer arriving for double hander 1
Supreme Care Services Limited	11 Dec 2012	<b>NO</b> <b>Standards not met:</b> 1. Standards of staffing 2. Standards of management	<b>Quality Alert 5</b> <u>Type</u> Duties not performed 1 Late arrival double handler 1 Communication failure 1 Incorrect moving and handling 1 Inappropriate behaviour 1
Intermediate Care at Home	7 Aug 2012	<b>NO</b> <b>Standards not met:</b> 1. Standards of staffing	<b>SVA 1</b> <u>Type</u> Physical, Emotional and Neglect 1  <u>Outcome</u> On-going 1