

# The state of the Somerset Care Market

Commissioning and Quality Board – 16 Feb 2024



**Somerset**  
Council

# Care market quality in Somerset

**82.3% of Somerset’s active social care settings (residential and community provision combined) inspected by the Care Quality Commission (CQC) were rated as ‘Good’ or ‘Outstanding’ as of January 2024.** This represents a slight improvement since our last Board meeting in November 2023 after a period of slow decline, attributed in part to the core focus of CQC inspection on high-risk provision prior to the launch of their new single assessment framework in December 2023.

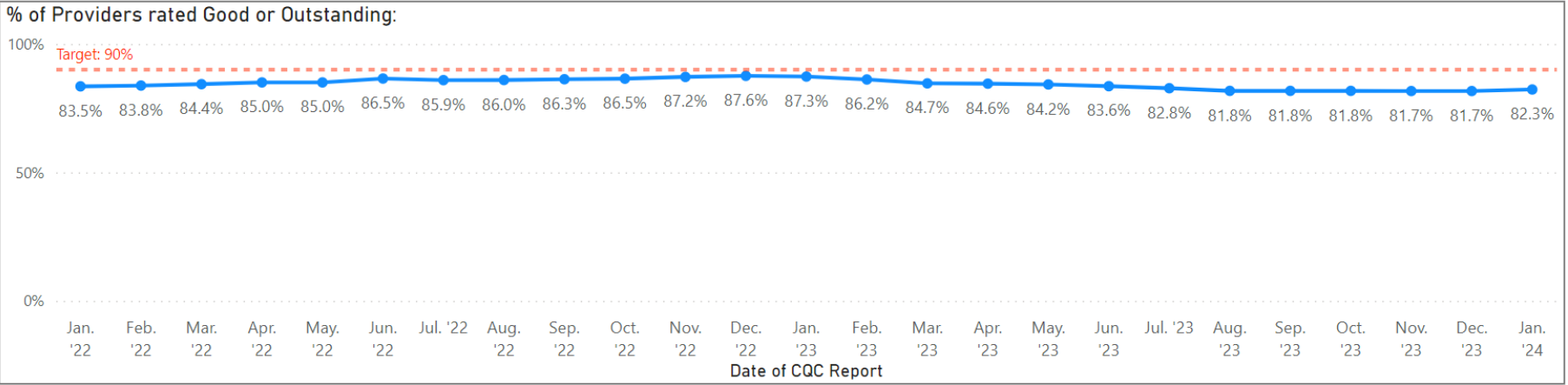
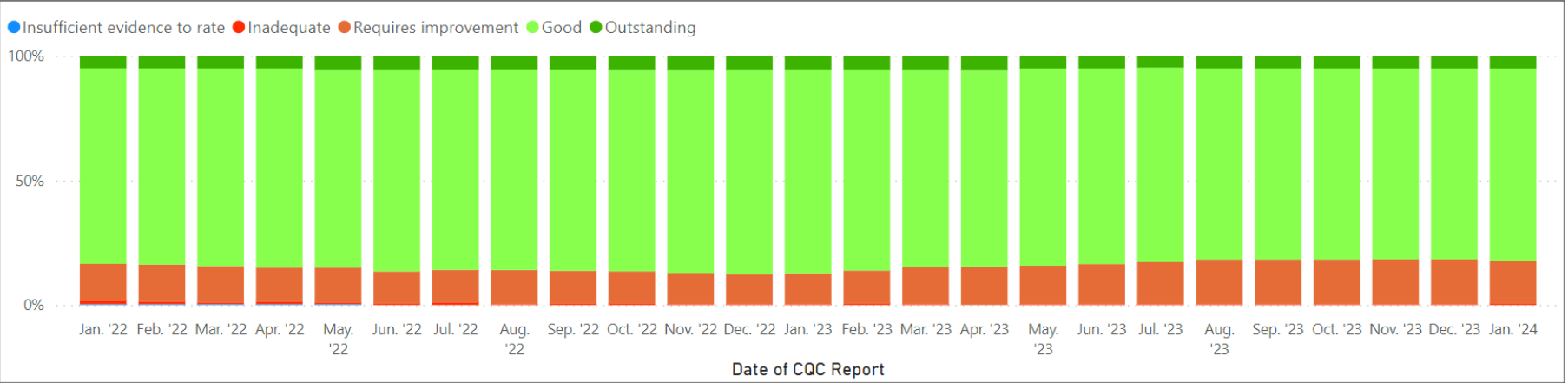
## Somerset Adult Social Care CQC Inspection Ratings

These figures are calculated using data published by CQC (<https://www.cqc.org.uk/about-us/transparency/using-cqc-data>).

The figures only include providers with a recorded inspection outcome.

Community or Residential

All



# Residential provision quality

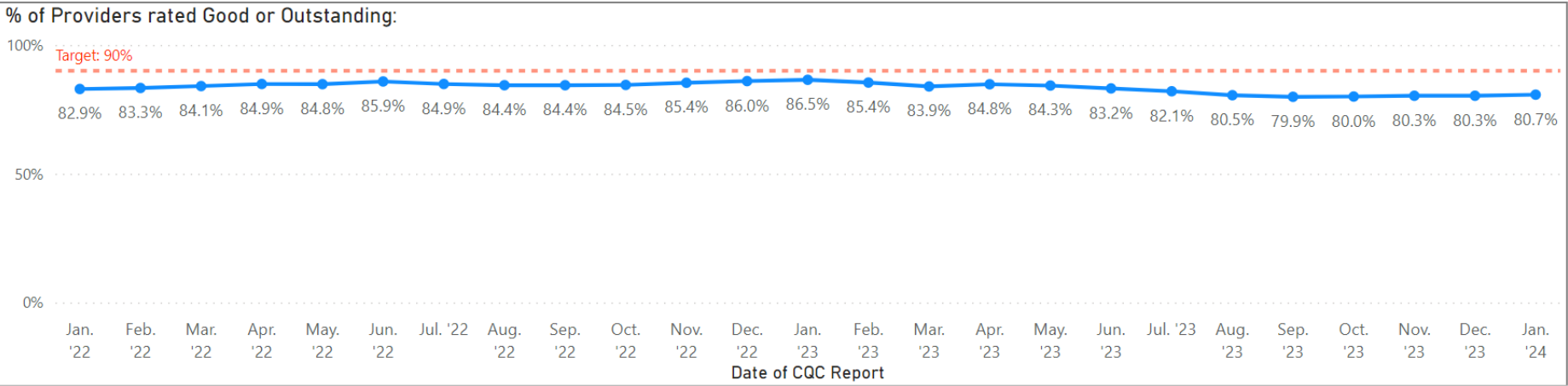
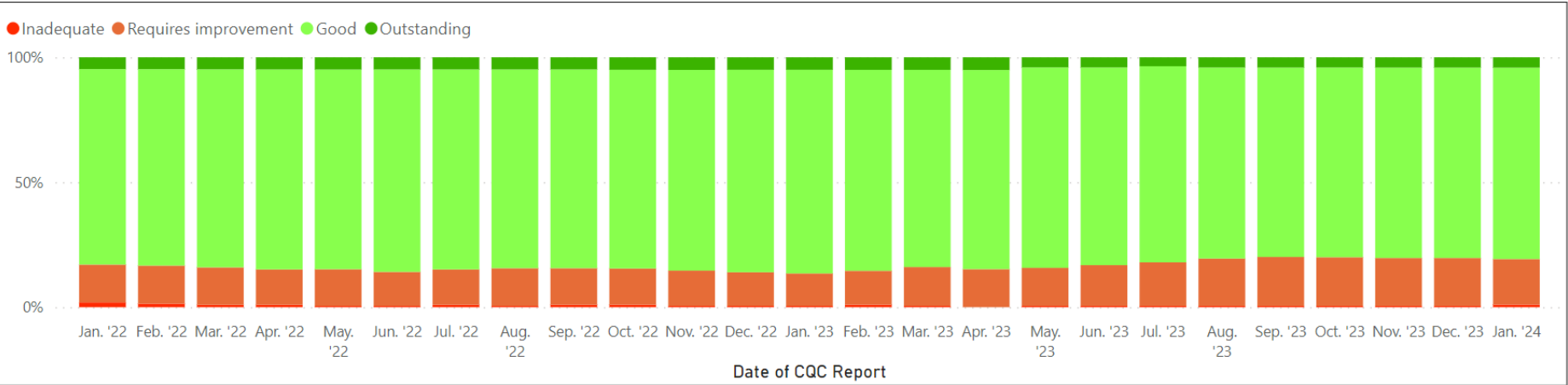
80.7% of Somerset’s active residential social care settings inspected by the CQC were rated as ‘Good’ or ‘Outstanding’ as of January 2024, a slight rise since our last Board in November, having peaked at 86.5% in January last year.

## Somerset Adult Social Care CQC Inspection Ratings

These figures are calculated using data published by CQC (<https://www.cqc.org.uk/about-us/transparency/using-cqc-data>).  
The figures only include providers with a recorded inspection outcome.

Community or Residential

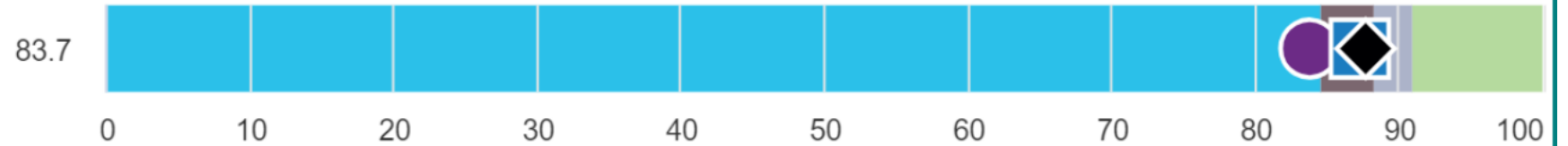
Residential social care



## Somerset

(Quantiles of All English single tier and county councils)

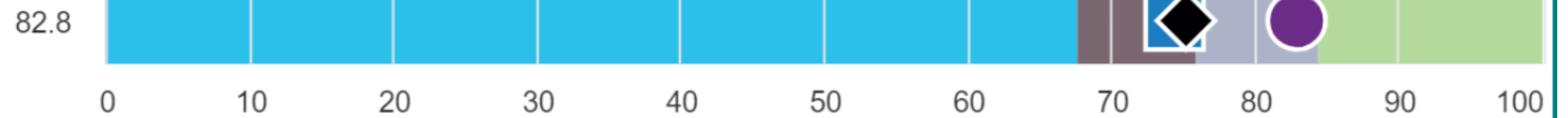
Care homes with  
registered  
manager, all, % Feb  
2024 %



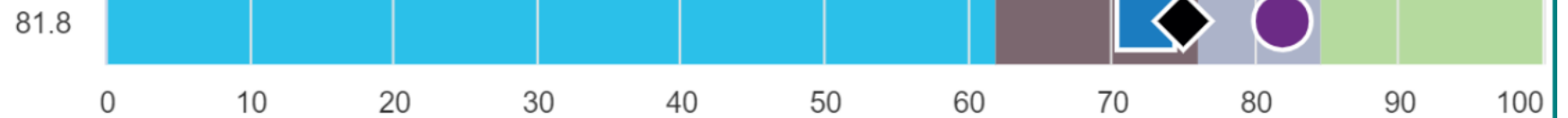
Care homes, good  
or outstanding, %  
Feb 2024 %



Beds in care  
homes, good or  
outstanding, % Feb  
2024 %



Care homes with  
nursing, good or  
outstanding, % Feb  
2024 %

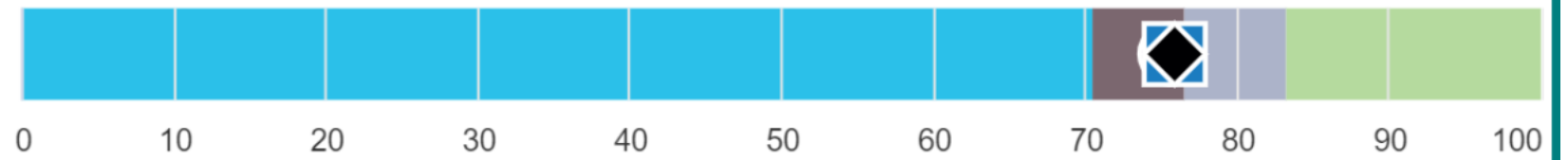


Care homes  
without nursing,  
good or  
outstanding, % Feb  
2024 %



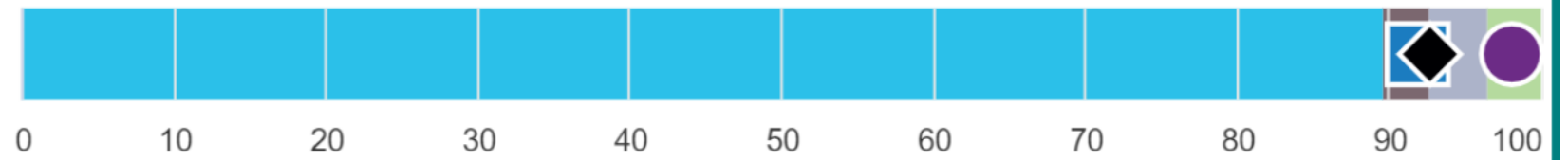
Care homes safe  
outstanding or  
good (%) Feb 2024  
%

75.5



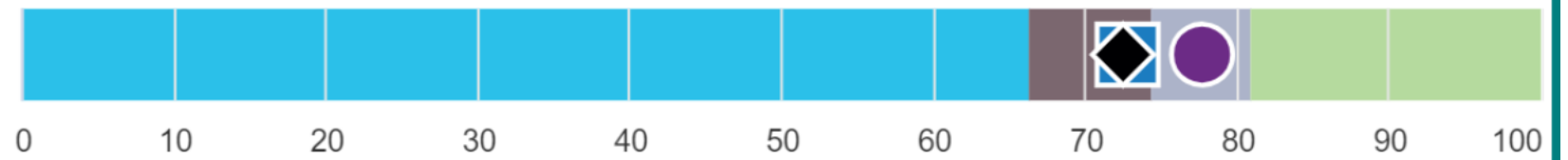
Care homes caring  
outstanding or  
good (%) Feb 2024  
%

98.0



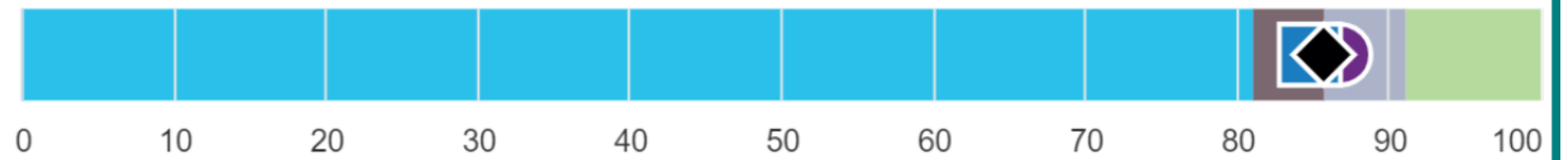
Care homes well-  
led outstanding or  
good (%) Feb 2024  
%

77.6



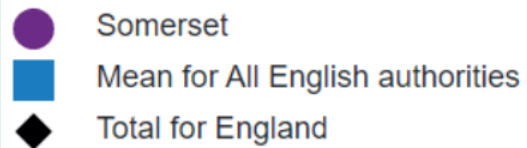
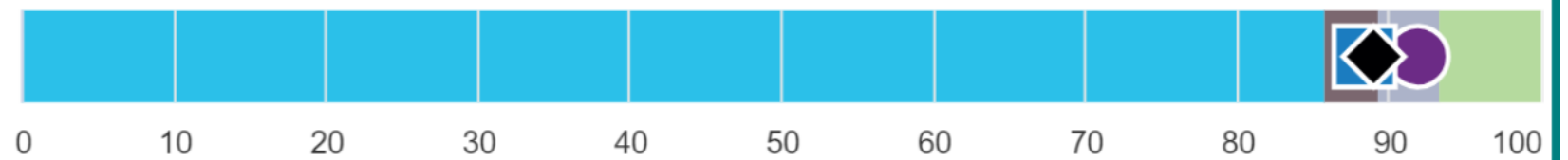
Care homes  
effective  
outstanding or  
good (%) Feb 2024  
%

86.7



Care homes  
responsive  
outstanding or  
good (%) Feb 2024  
%

91.8



# Community-based provision quality

86.1% of Somerset’s active community-based ASC services inspected by the Care Quality Commission (CQC) were rated as ‘Good’ or ‘Outstanding’ as of January 2024 – this is in line with performance reported at our last Board meeting in November. Figures peaked at 93% in November 2022.

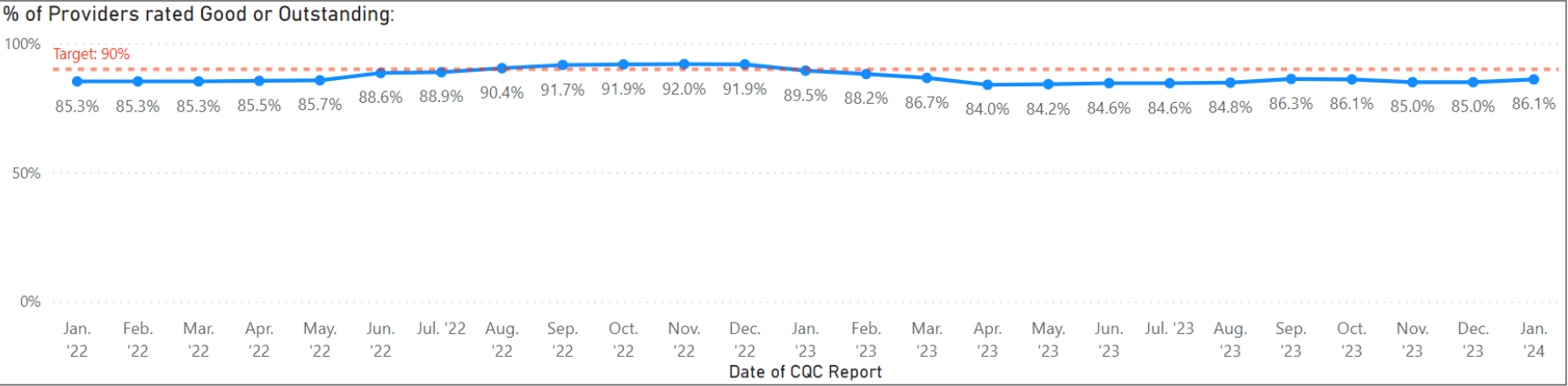
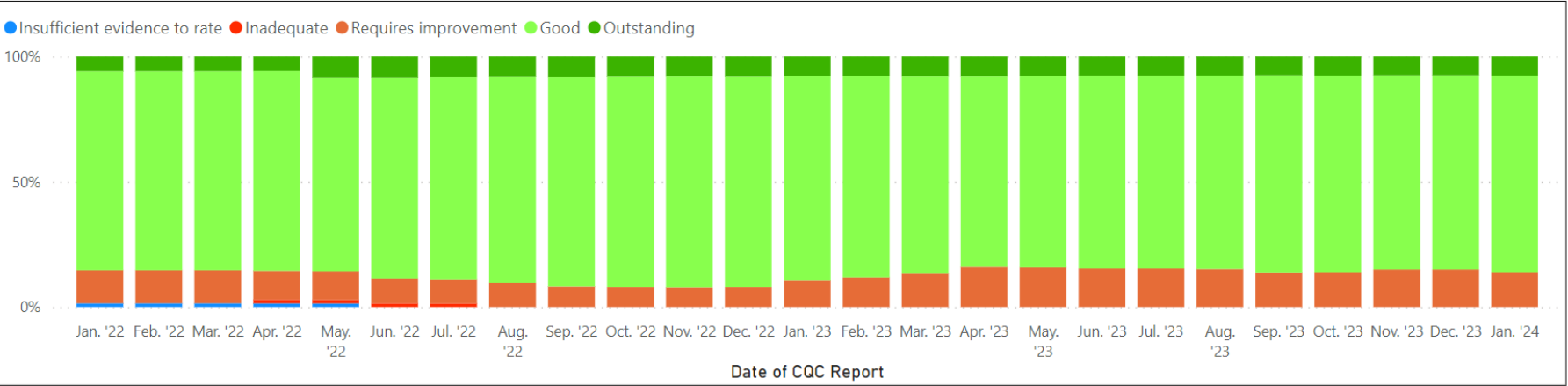
## Somerset Adult Social Care CQC Inspection Ratings

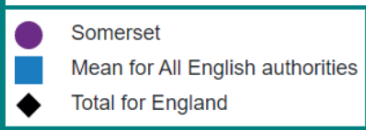
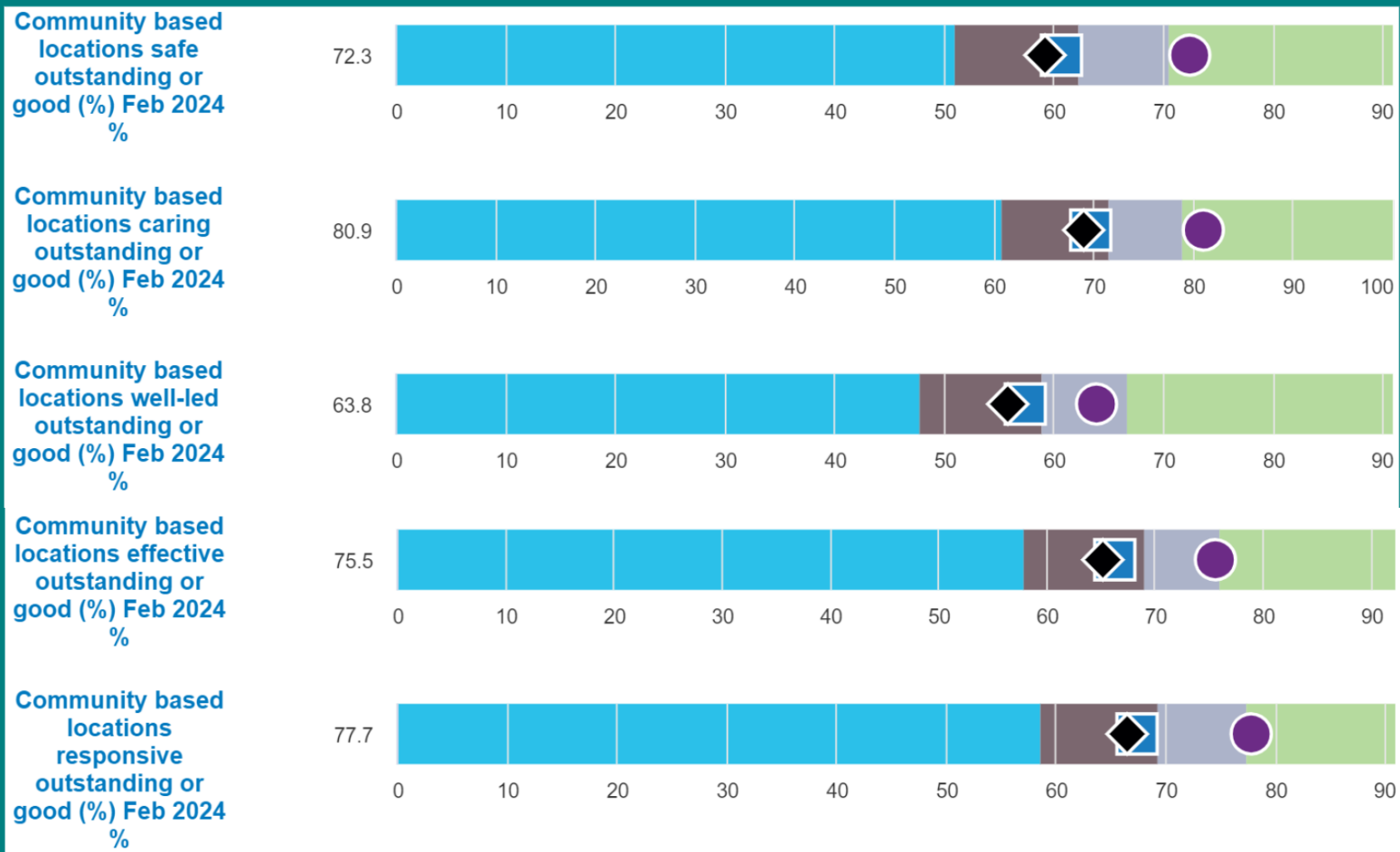
These figures are calculated using data published by CQC (<https://www.cqc.org.uk/about-us/transparency/using-cqc-data>).

The figures only include providers with a recorded inspection outcome.

Community or Residential

Community based adult social care services





# CQC Inspection Outcomes (2023/24 year to date)

Location Name	Location Primary Inspection Category	Latest Rating	Publication Date
Horton Cross Nursing Home	Residential social care	Inadequate	13/01/2024
Churchview Care Services (Taunton)	Community based adult social care services	Requires improvement	24/11/2023
Lifeways Community Care (Taunton)	Community based adult social care services	Requires improvement	03/11/2023
Mencap - Yeovil Support Service	Community based adult social care services	Good	19/10/2023
Rivers	Residential social care	Requires improvement	16/09/2023
Frome Care Village	Residential social care	Requires improvement	02/09/2023
The Laurels	Residential social care	Good	23/08/2023
Vaughan Lee House	Residential social care	Requires improvement	17/08/2023
Berkeley Home Health - Somerset and Wiltshire	Community based adult social care services	Good	17/08/2023
Abbeyfield (Somerset) Society	Residential social care	Outstanding	16/08/2023
Mendip Care Ltd	Community based adult social care services	Good	10/08/2023
Dimensions Somerset The Maples	Residential social care	Good	10/08/2023
Catherine House Care Home	Residential social care	Requires improvement	03/08/2023
Wey House Nursing Home	Residential social care	Good	02/08/2023
Chard Manor	Residential social care	Good	26/07/2023
Cary Brook	Residential social care	Requires improvement	12/07/2023
The Winsor Nursing Home	Residential social care	Good	11/07/2023
East Court	Residential social care	Good	06/07/2023
Autism Wessex - Middle Path	Residential social care	Good	06/07/2023
Springside	Residential social care	Requires improvement	04/07/2023
Clare Hall Nursing Home	Residential social care	Requires improvement	28/06/2023
able2achieve Office	Community based adult social care services	Good	27/06/2023
Oake Meadows Care Home	Residential social care	Good	23/06/2023
Dementia Care TLC	Community based adult social care services	Good	23/06/2023
Dimensions Somerset Yeovil Domiciliary Care Office	Community based adult social care services	Requires improvement	20/06/2023
Baobab Social Care Ltd - Somerset	Community based adult social care services	Requires improvement	15/06/2023
Angels (Stratton House) Limited	Residential social care	Requires improvement	14/06/2023
Mrs A and Mr R Brooks - 5 Everton Road	Residential social care	Requires improvement	14/06/2023
Laural House	Residential social care	Requires improvement	14/06/2023
Cherry Trees	Residential social care	Good	14/06/2023
The Light House	Residential social care	Requires improvement	10/06/2023
St Michael's - Care Home with Nursing Physical Disabilities	Residential social care	Inadequate - CLOSED	06/06/2023
Daneswood Care Home	Residential social care	Good	26/05/2023
Humanicare Limited	Community based adult social care services	Good	24/05/2023
Tidings	Residential social care	Good	24/05/2023
Crimson Hill Support Limited	Residential social care	Good	19/05/2023
Broughton Lodge	Residential social care	Requires improvement	18/05/2023
The Wells Nursing Home	Residential social care	Requires improvement	11/05/2023
St Georges Care Home	Residential social care	Good	11/05/2023
Way Ahead Care LTD	Community based adult social care services	Good	03/05/2023
Woodside	Residential social care	Good	25/04/2023
Elroi Manor	Residential social care	Requires improvement	15/04/2023
Stokely Healthcare Ltd	Community based adult social care services	Requires improvement	15/04/2023
Taunton Deane Support Services	Community based adult social care services	Requires improvement	13/04/2023
Ashley House - Langport	Residential social care	Requires improvement	07/04/2023

To date this financial year (up to and including January 2024) the CQC have published 45 inspection outcomes relating to social care locations in Somerset. Of these:

- 1 (2%) received an overall 'Outstanding' rating;
- 21 (47%) received an overall rating of 'Good'
- 21 (47%) received an overall rating of 'Requires Improvement'
- 2 (4%) received an overall rating of 'Inadequate'. One of these provisions (St Michaels) were supported to close in October 2023.

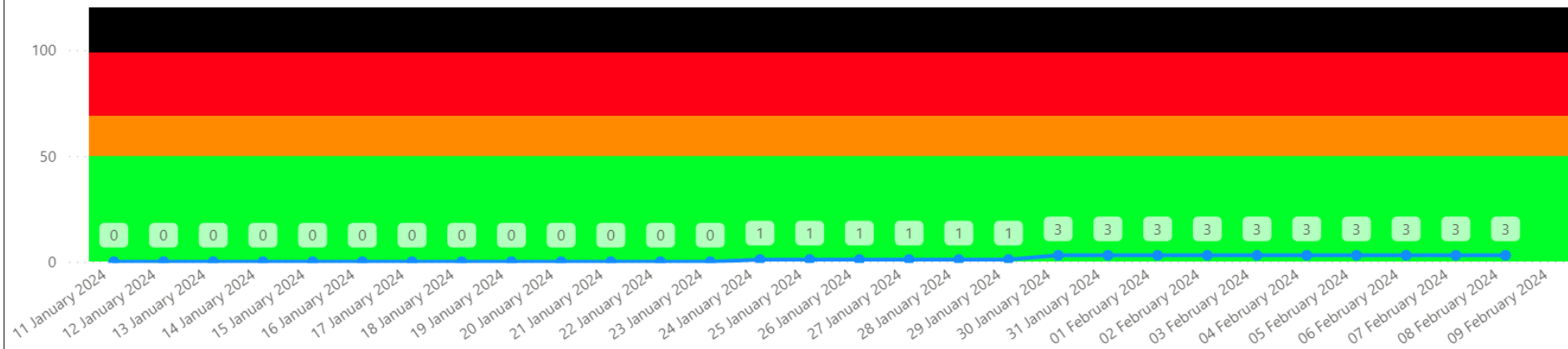
*The Board will explore and discuss the only existing – and new - Inadequate rating for Horton Cross Nursing Home at its Feb 2024 meeting.*



# Unmet Homecare Need in Somerset

Levels of unmet homecare need continue to be sustained at very low (OPEL 1 escalation) levels since peaking at 111 in August last year. End of month position figures since April 2023 have consistently been <5.

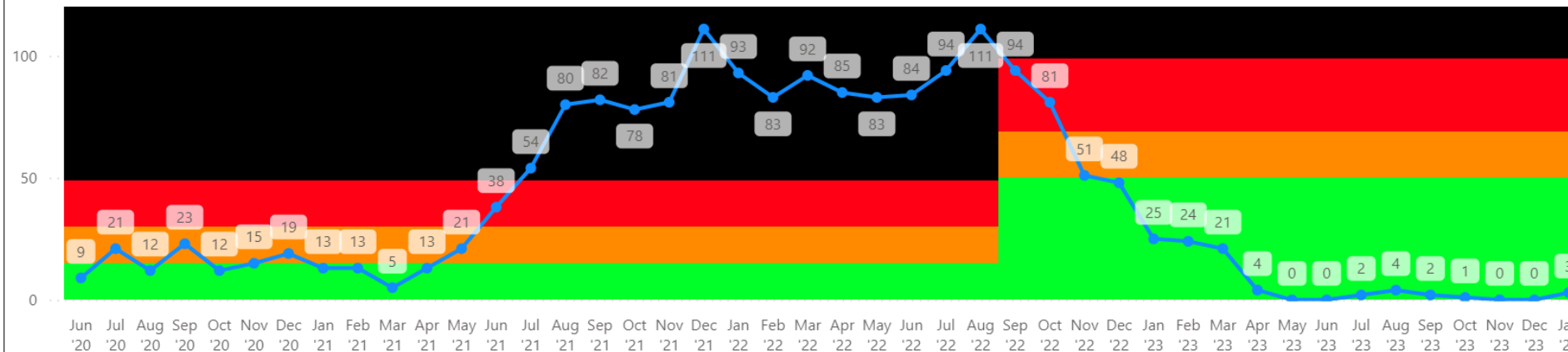
Unmet Needs - OPEL Levels - Daily Report:



This significantly improved picture is partly consequent to the following activities:

- Homecare pods funded by system – supported stimulation of the market (5 pods of 200hrs)
- Fee increase 2023/24 to £25 per hour – has enabled providers to pay above national minimum wage, offer contracted hours and improved term and conditions.
- Overseas recruitment and Proud to Care marketing stimulating recruits coming into homecare market.

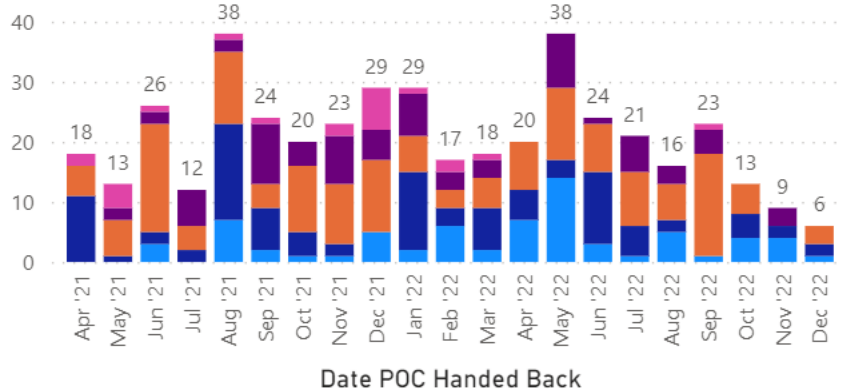
Unmet Needs - OPEL Levels - Monthly Report (last 2 years):



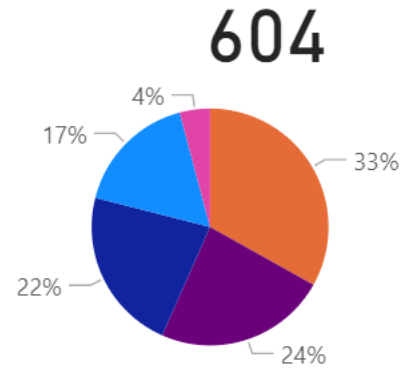
# Homecare package contract 'handbacks'

POC Handed back by providers:

● Mendip ● Sedgemoor ● South Somerset ● Taunton ● West Somerset



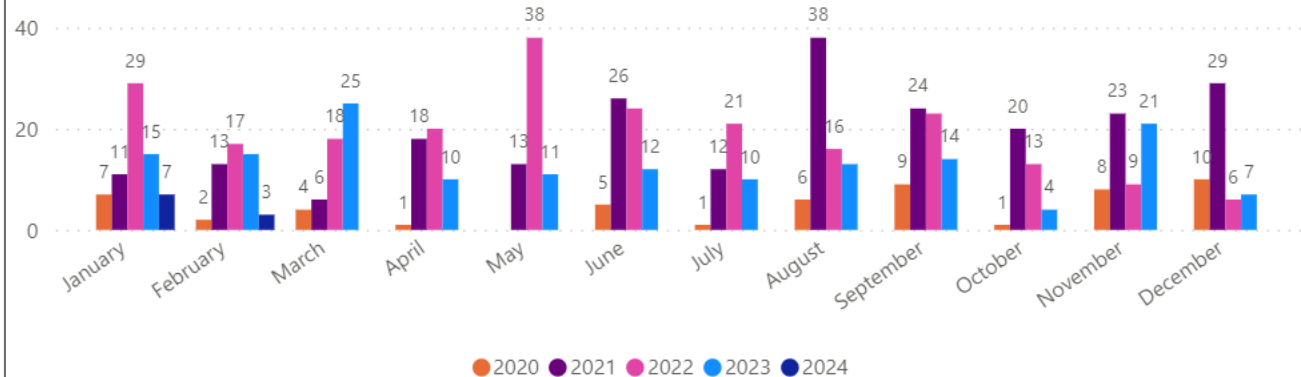
Total Handbacks:



Although occasional care package handbacks are not uncommon and can occur for a variety of reasons, care package contract handbacks from home care providers have significantly reduced when compared with recent years suggesting a stabilisation in the market. Somerset saw these rise sharply during the pandemic as evidenced by annual stats below:

- 2020 – 54 package handbacks (average per month – 4.5)
- 2021 – 233 package handbacks (average per month – 19.4)
- 2022 – 238 package handbacks (average per month – 19.8)
- 2023 – 157 package handbacks (average per month – 13.0)

Handbacks Comparison by Year:

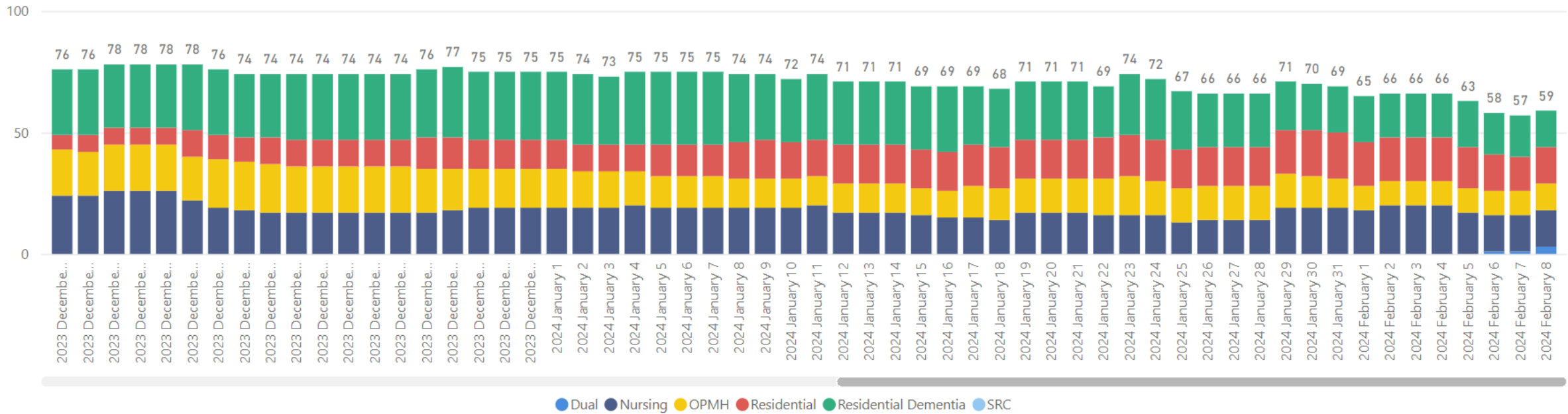


*The majority of handbacks received during 2023 to date stem from Bluebird Care – Taunton – 21 or 13%. Commissioners met with the provider in the autumn of 2023; the provider was rationalising some of their runs in areas where they were struggling to make it economically viable to support – there were no other concerns regarding the provider at this time.*

Care package contract handbacks place additional pressure on Local Authority staff to find replacement care within a stretched care market and remains an indicator we continue to monitor closely as part of our routine commissioning and quality activity.

# Unmet need: residential and nursing placements

Number of People Waiting for Placements - Time Series - Type of Bed:

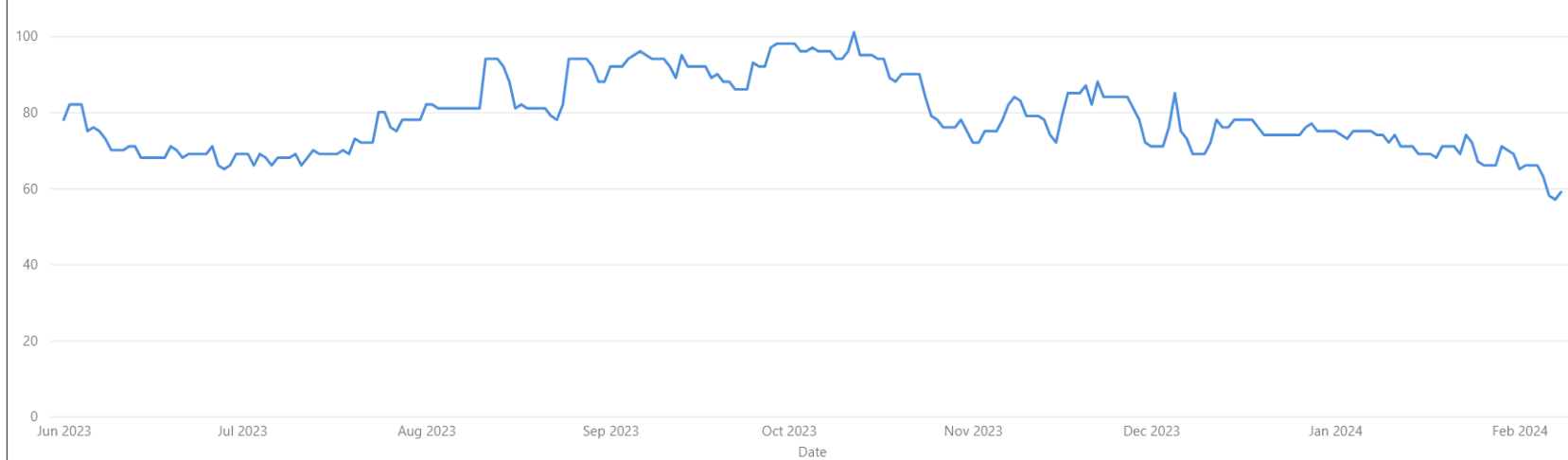


Since Oct 2023 we have been tracking placement unmet Needs by type of placement e.g. Residential, Nursing, OPMH etc.



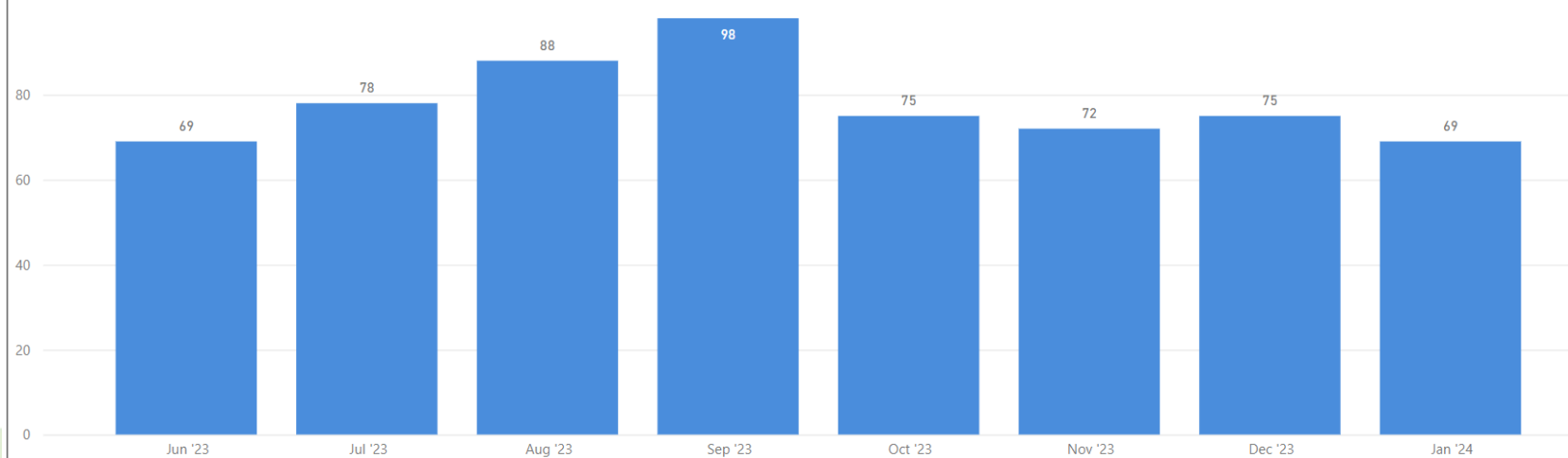
# Unmet need: residential and nursing placements

Number of People Waiting for Placements - Daily Time Series:



This time series shows the number of people waiting for placements in residential and nursing care (including OPMH, Residential Dementia etc.) It evidences an improving position since the autumn of 2023.

Number of People Waiting for Placements - End of Month Position:



Month end position data further highlights the improving picture in relation to the number of people waiting for a residential/nursing placement.

Sourcing Care have developed a **Care Homes vacancy map** which is designed to give a better understanding of where vacant beds are with homes that work with Somerset Council. This will also support realistic conversations with people about which homes are available via Adult Social Care funding. The use of this tool is being trialled in one area before being rolled out countywide.



# Provider failure / closures

The sustainability of Somerset's adult social care provider market has been impacted over recent years, with the system's Commissioning, Quality and Operational teams supporting a growing number of Care Home or business closures over the last twelve months and ensure the safe transfer of residents or clients to suitable alternative provision.

**Section 38 of The Care Act (2014) imposes a temporary duty on local authorities in the event that a regulated provider becomes unable to provide a regulated activity to an individual due to a business failure.** This duty applies regardless of whether the individual's care is funded by the local authority or not. This temporary duty is invoked where the following criteria are met.

This work is led by the Council's Care Provider Quality Assurance Team and a well-established policy and approach exists, available via: [Regulated Care Provider: Business Failure Policy \(somersetprovidersnetwork.org.uk\)](https://www.somersetprovidersnetwork.org.uk) – we work in close partnership with health colleagues and other key stakeholders.

**There have been no closures since Oct 2023.**

## 2023 Home closures – 5 closures

**March 2023 - Kingsleigh Residential Care Home (Burnham On Sea):** a Care Home run by Angels (Kingsleigh) Ltd. There were 17 people using the service (13 residents are funded by the Local Authority, and the remaining 4 were self-funders). The Home was inspected by the CQC in mid-December 2022, with the report published on 14/02/23. The Home was placed in special measures and judged to be 'Inadequate' overall and also in the domains of safe and well-led. This follows a previous 'Inadequate' rating being published in August 2021. All residents were supported by the LA in finding new accommodation with the closure work concluding on 17 March 2023. **CLOSED**

**July 2023 – Woodlands Farmhouse (Taunton):** Decision taken by provider in June 2023 to close the home within 28 days despite contract requiring 6 months notice; provider had written to residents, family and staff notifying them of their decision. 9 residents in total, of which 3 were funded by the Local Authority, 1 self-funder and remaining commissioned by neighbouring authorities. [Woodlands Farmhouse - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk) Rated as RI by CQC. **CLOSED**

**September 2023 -** LA commissioners were notified by Somerset Care Limited in early July 2023 of their decision to close two of their care homes with target closure dates set as the end of September 2023:

- **Sunningdale Lodge (Yeovil):** [Sunningdale Lodge - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk) Sunningdale Lodge was a purpose built home in Yeovil providing accommodation with personal care for up to 40 older people; there were 27 residents at the time of the closure process. Sunningdale was last inspected by the CQC in 2017 and was 'Good' rated overall. **CLOSED**
- **Oak Trees (Bridgwater):** [Oak Trees - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk) Oak Trees was a purpose built home that could accommodate up to 68 people; there were 54 residents at the time of the closure process. The provider had divided the home into three units - one unit provides care and support to older people and the other two units provides care and support to people who are living with dementia. The Home was last inspected by the CQC in October 2020, and retained its overall 'Good' rating. **CLOSED**

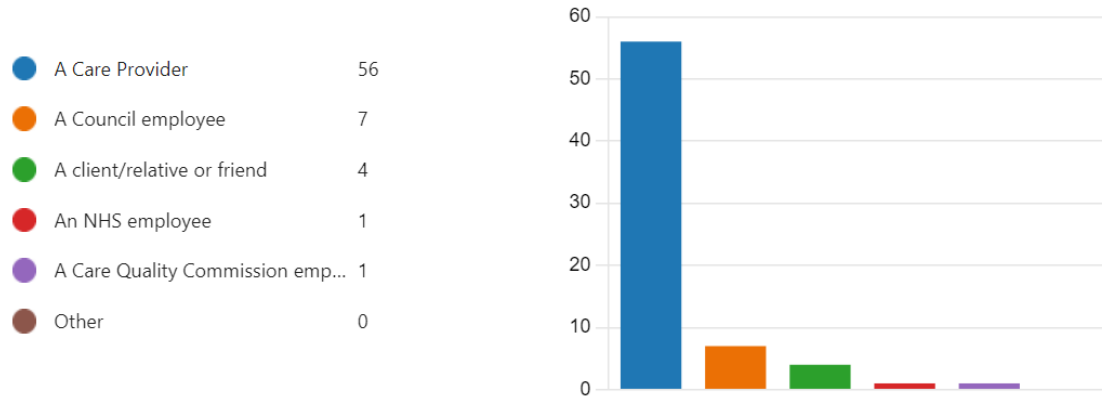
**October 2023 - St Michaels, Axbridge:** LA commissioners were notified Leonard Cheshire Disability of their decision to close St Michaels Care Home in Axbridge in July 2023, with a target date set as the end of October 2023. St Michael's care home was a nursing home registered to provide personal and nursing care for up to 36 people. There were 21 residents within the Home, of which 10 are funded by Somerset Council and 3 are funded by NHS Somerset ICB. The remainder were funded by commissioning authorities external to Somerset. Following a CQC inspection in March 2023, the Home was given an overall 'Inadequate' rating; the Council's QA team had been working with the provider since this time as part of quality improvement oversight activity and had mutually agreed to put a hold on any new placements. The CQC outcome, coupled with the fact that the building is no longer considered fit for purpose, staffing challenges in the location, and the amount of investment needed to sustain the viability of the Care Home, contributed to the provider's decision to close the establishment. The last resident was moved on 31 October 2023. **CLOSED**



# Care Provider Quality Team: Stakeholder feedback

1. I am responding as:

[More Details](#)



4. How would you rate the service you received from our team/s in relation to the following standards:

[More Details](#)

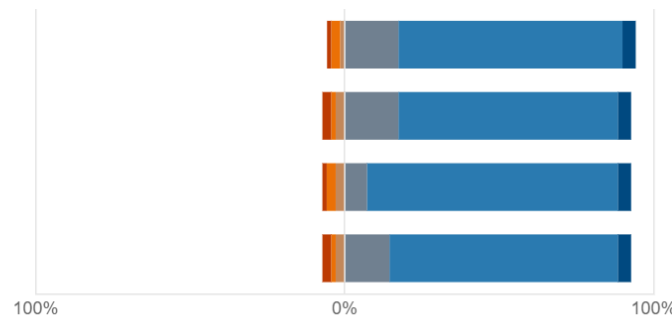
Very poor Poor Average Good Excellent N/A

**Responsive:** our service engaged with you in a timely, efficient way

**Effective:** our service met your desired needs or outcome

**Caring:** our staff treated you with compassion, dignity and respect

**Your overall rating of the service you received**



**The experience of our stakeholders is very important to us and we routinely monitor feedback received and seek to learn from it.**

There have been 69 responses received to date since the launch of our Care Provider Contracts & Quality Assurance Feedback Form – *this is up from 56 at our last Board in November 2023.*

The majority of responses (81% or 56 of the total responses received to date) stem directly from Care Providers themselves which is positive.

Of the total number of respondents, **88.4% (61 of the 69) rated the overall service received from our ASC/NHS teams as either 'Good' or 'Excellent':**

- 90% responsive (good/excellent)
- 88% effective (good/excellent)
- 88% caring (good/excellent)

Since launch, there have been 5 overall ratings less than Good: 2 average; 1 poor rating, and 2 very poor ratings. 1 non-applicable. *Of the 3 poor/very poor responses, 1 related to an NHS employee having challenges accessing equipment; 1 related to a relative/carer frustrated by social care funding linked to her father's placement; 1 related to a complaint relating to a micro-provider). No 'poor' or 'very poor' feedback has been received since July 2023.*

# Latest quarterly Quality Team stakeholder feedback

*"Christine has provided us with excellent mentoring and guidance throughout our improvement process. We would not have got to our current level (with continuous improvements planned) without Christine's invaluable support"*  
(From a Care Provider, Jan 2024)

*"I have recently been supported by the QA team, if I have had any questions or concerns they have been available to help. I have received great support from the team to ensure that the care plans and MCA's have been completed to a great standard. There has been visits to the home and they have cared for my well-being and made sure I was okay and given the support I needed"*  
(From a Care Provider, Jan 2024)

*"We really value your input and I feel we have a really good working relationship that will certainly benefit us as a management team of a residential home, our residents and of course County as a service user"*  
(From a Care Provider, Jan 2024)

*"The assessment/meeting was conducted in a professional manner. Both Christine and Kayleigh were very professional and approachable. The conversation flowed and we certainly learnt a lot which will benefit our service. Both were available to answer any questions or queries. We felt the meeting was invaluable and welcome more in the future"* (From a Care Provider, Nov 2023)

*"We would like to take the opportunity to record how calmly and professionally Christine has been throughout this process. It has been quite a journey for the whole team and with the great support of Christine and her guidance to help us through to where we are now. We would like to thank her for all the support and belief in us"*  
(From a Care Provider, Jan 2024)

*"The quality meeting with Nicky proved to be an exceptionally positive and insightful experience, offering invaluable guidance for our ongoing development. Nicky's professional conduct, combined with a respectful and friendly demeanour, created a conducive environment for open communication. She articulated the purpose and scope of the inspection clearly, setting a positive tone for our interaction. Prior to the inspection, Nicky demonstrated thorough preparation by seeking relevant documentation and information. During the visit, she allowed ample time for us to provide the necessary details, fostering a collaborative approach. Nicky's meticulous examination of documents, coupled with her willingness to clarify uncertainties and amend details based on additional information, showcased her commitment to a comprehensive assessment. The inclusion of staff interviews and, in certain cases, discussions with service users' family members, highlighted Nicky's dedication to gaining a holistic understanding of our operations. Her positive feedback from these interactions was particularly encouraging. Nicky not only identified areas for improvement but also provided constructive feedback, creating valuable learning opportunities. This insight will undoubtedly help us focus on and prepare for upcoming challenges, raising our standards."*  
(From a Care Provider, Jan 2024)

*"Sian has been really helpful, considerate to all staff and residents. She was friendly and was able to offer us advice"*  
(From a Care Provider, Jan 2024)

*"Sian and Natasha, have been very understanding, and have asked for the relevant information without being disruptive to the service in any way"*  
(From a Care Provider, Nov 2023)

*"Rachel has been a great support to me, she has supported me through rewriting care plans and helped me get to grips with MCA's and converting the information into our system. Rachel has always been at the end of the phone or email when and if I need any advice"*  
(From a Care Provider, Jan 2024)

*"I would like to take this opportunity to place on record our gratitude to Kelly Senior and Nikki Burgess for their support and guidance following our CQC inspection. Their assurances to our staff team were particularly important."*  
(From a Care Provider, Nov 2023)

# PAMMS QA Pilot 2023 – Provider feedback

*Based on survey feedback from providers participating in the regional pilot:*

- 93% agreed/strongly agreed that they understood what was required of them in the QA approach (100% Somerset)
- 47% agreed/strongly agreed that they found the PAMMS system simple to access and use (40% Somerset)
- 75% agreed/strongly agreed that they recognise the benefits the PAMMS system can offer (80% Somerset)
- 86% agreed/strongly agreed that they understood 'what good looks like' to inform their own evidence and assessment (100% Somerset)
- 86% agreed/strongly agreed that they were able to access help or support from the LA if needed (100% Somerset)
- 86% agreed/strongly agreed that the assessment process helped them to better identify areas for improvement (100% Somerset)
- 82% agreed/strongly agreed feeling confident in using the system in future (60% Somerset)

**"The process was easy, and we were well informed of what to expect on the day"**

**"Having an interactive assessment enabled us to make actions of changes that were highlighted immediately"**

**"The two assessors were excellent and explained the new process fully to me"**

**"I felt it gave me structure to work towards improving our current scoping, plus guidance as to what will be expected of me with CQC"**

**"Sian and Nikki were very professional and approachable. They had honest and useful feedback and were very supportive in their role. They completed a comprehensive PAMMS assessment and were able to give appropriate advice to assist us in compliance. They were able to make recommendations, and these were taken on board"**

*(Feedback from Somerset providers during pilot)*

## **Care Provider Comments – piloting new Quarterly Provider Returns (July 2023)**

- Looks so much better
- Take less time to complete and its more relevant
- Seems more user friendly
- Will save a lot of time
- Form captures a lot of info but isn't too lengthy



# Quarterly Provider Returns update (Q3 2023/24)

All care providers contracting with either the Local Authority or NHS Somerset are required to complete quarterly quality assurance returns against core indicators to support the routine monitoring of (and response to) quality and risk in line with our contractual and statutory duties.

## Dom Care & Supported Living (combined)

KPI Name	Qtr 2	Qtr 3
Do you have a Registered Manager?	86.6%	88.5%
% of staff who have left the Organisation	7.6%	5.5%
% of Hours commissioned by Somerset CHC not delivered	2.1%	0.1%
% of Hours commissioned by Somerset ASC not delivered	1.8%	0.9%
Data Security Protection Toolkit completed	74.6%	78.2%
% Staff Compliant in training	93.9%	92.1%
% of staff up to date with their supervision	72.8%	70.9%
% of staff receiving an observation of practice	63.6%	52.1%
% of individuals with a Pressure Ulcer	1.8%	1.5%
% of individuals who were affected by a medication error	2.2%	2.0%
Number of safeguarding referrals substantiated or partially substantiated	30	44
% of safeguarding referrals substantiated or partially substantiated	16.9%	22.9%
Number of Returns	57 %	63 %

It would be usual to see providers new to returning the QAF to take several quarters to adjust their systems so they can start meeting the standards. For example, if the provider was missing a training course in their mandatory offer, they will struggle to be compliant until that is addressed.

Supervision and observation compliance has reduced. There was some confusion noted by providers with the terminology.

6% Increase in return for this QRT

## Residential Locality

KPI Name	Qtr 2	Qtr 3
Do you have a Registered Manager?	90%	88%
% of staff who have left the Organisation	5.1%	5%
% of Hours commissioned by Somerset ASC not delivered	0%	0%
Data Security Protection Toolkit completed	93%	63%
% Staff Compliant in training	84%	84.1%
% of staff up to date with their supervision	72.8%	66.2%
% of individuals with an Emergency Admission	11.7%	19.4%
% of Individuals with a Somerset Treatment Escalation Plan	78.1%	78.3%
% of individuals treated for a UTI	9.8%	10.9%
% of individuals with a Pressure Ulcer	2.9%	9.7%
Number of choking incidents	13	24
% of individuals who have fallen	38.0%	43.5%
% of individuals who were affected by a medication error	4.4%	9.0%
% of individuals with unintentional weight loss of more than 10%	1.9%	2.0%
Number of safeguarding referrals substantiated or partially substantiated	12	5
% of safeguarding referrals substantiated or partially substantiated	7.1%	3.1%
<b>Number of Returns</b>	<b>58 %</b>	<b>75 %</b>

Increased number of falls – a trend identified of increased health deterioration with aging.  
Also noted that a number of people are awaiting triage for review.

17% Increase in return for this QRT

## Nursing

KPI Name	Qtr 2	Qtr 3
Do you have a Registered Manager?	80.9%	78.8%
% of staff who have left the Organisation	6.1%	5.5%
% of Hours commissioned by Somerset CHC not delivered	0.0%	0.0%
% of Hours commissioned by Somerset ASC not delivered	1.3%	0.0%
Data Security Protection Toolkit completed	76.6%	61.5%
% Staff Compliant in training	89.8%	92.0%
% of staff up to date with their supervision	67.2%	76.6%
% of individuals with an Emergency Admission	8.6%	7.3%
% of Individuals with a Somerset Treatment Escalation Plan	84.2%	81.1%
% of individuals treated for a UTI	11.1%	9.4%
% of individuals with a Pressure Ulcer	10.4%	8.6%
Number of choking incidents	24	30
% of individuals who have fallen	25.1%	25.6%
% of individuals who were affected by a medication error	3.7%	3.6%
% of individuals with unintentional weight loss of more than 10%	3.6%	4.0%
Number of safeguarding referrals substantiated or partially substantiated	27	18
% of safeguarding referrals substantiated or partially substantiated	9.9%	5.7%
<b>Number of Returns</b>	<b>83 %</b>	<b>98 %</b>

Regular meeting set up with Olivia Blunn SALT to share providers reporting incidents of choking. Olivia is then targeting the home to book them into an additional training offer.

We have Started to link in with PCN EHCH ([Enhanced Health in Care Home](#)) OT to support providers reporting a high number of falls.

New UTI pathway launched with the ambition to create a single pathway for all categories of care.  
If a provider is RAG rated as 'Amber' then a UTI information pack sent out from QAF MDT, if they are rated red direct contact with ICB IPC team is triggered.

15% Increase in return for this QRT

## LD Residential Locality

KPI Name	Qtr 2	Qtr 3
Do you have a Registered Manager?	90.6%	87.0%
% of staff who have left the Organisation	5.5%	6.0%
% of Hours commissioned by Somerset CHC not delivered	0.0%	0.9%
% of Hours commissioned by Somerset ASC not delivered	1.5%	7.5%
Data Security Protection Toolkit completed	78.1%	63.0%
% Staff Compliant in training	79.7%	87.7%
% of staff up to date with their supervision	88.6%	73.1%
% of individuals with an Emergency Admission	11.8%	24.6%
% of Individuals with a Hospital Passport	96.1%	97.4%
% of individuals with an <u>up to date</u> Annual Health Check	86.5%	94.1%
% of individuals treated for a UTI	2.3%	1.8%
% of individuals with a Pressure Ulcer	4.6%	9.1%
Number of choking incidents	5	8
% of individuals who have fallen	7.9%	7.7%
% of individuals who were affected by a medication error	7.9%	14.4%
% of individuals with unintentional weight loss of more than 10%	1.0%	0.2%
Number of safeguarding referrals substantiated or partially substantiated	15	23
% of safeguarding referrals substantiated or partially substantiated	17.9%	21.3%
% of individuals where restraint or seclusion was used	2.6%	2.0%
<b>Number of Returns</b>	<b>58 %</b>	<b>65 %</b>

Emergency Admissions increased but no obvious themes/ trends.

Choking incidents have increased - all have been reviewed and appropriate actions taken.

Increased number of s42 enquiries substantiated or partially substantiated.

13% Increase in return for this QRT

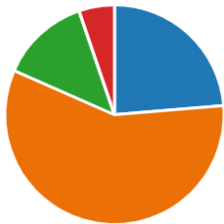
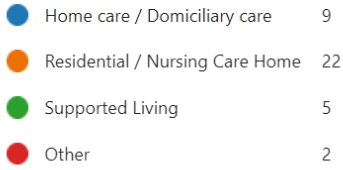
# UK Visa Sponsorship and Licences - Somerset Care Provider Survey 2024

Care Providers need sponsor licences to employ someone to work for them from outside the UK: *UK visa sponsorship for employers: Overview - GOV.UK* ([www.gov.uk](https://www.gov.uk)). Nationally there has been a sharp rise in the number of licences being suspended or revoked by the Home Office.

To support the Somerset health and care system better understand current licencing levels and offer assistance or support to our care provider colleagues, a survey was launched in January 2024 to gather some information from providers holding sponsor licences to help inform both targeted and general support with compliance / overseas recruitment and to mitigate risks to provider failure. The survey closed on Friday 9 February 2024.

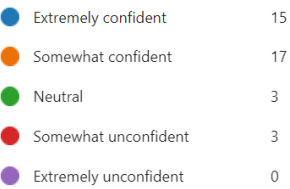
## Headline survey results:

[More Details](#) [Insights](#)



8. How confident do you feel in your understanding of the sponsorship duties you need to fulfil, including reporting duties, record-keeping duties and a duty to comply with UK immigration law?

[More Details](#) [Insights](#)



- We received a total of 38 responses to the survey from local Care Providers indicating they hold sponsor licences for overseas staff. The majority of these came from residential/nursing provision (58%).
- The proportion of overseas staff currently employed by these providers ranged from zero to 85% of their total workforce.
- The majority of providers progress their overseas recruitment ‘in-house’ but some are using third party agencies to support them in this activity.
- Only 3 of the 38 providers responding have had a Home Office compliance visit or audit.
- 39% of providers responding to the survey reported themselves to be ‘extremely confident’ in their understanding of their sponsorship duties as employers; a further 45% declared themselves to feel ‘somewhat confident’. 3 (8%) reported feeling ‘somewhat unconfident’ although 2 of these providers with licences are not currently employing any overseas staff. They fed back the following in terms of what would help:
  - The whole process is just so complicated with defined/undefined CoS. Always so worried about making a mistake and getting licence revoked because of a mistake
  - Help in having a 'checklist' of everything needed to support with any inspections
  - Compliance - e.g. reporting duties, immigration law



- We want to **help people to live a good life, remaining well and independent for as long as possible.**

- We want to **shape local services to be more outcome-focused, enabling people to have greater choice and control** and supporting them to achieve their goals.

- Co-production and engagement with service users and communities as commissioners and service providers is critical to service improvement and development, and to ensuring high quality provision.** Somerset Council recognise there needs to be a significant improvement in our approach to working together as equal partners – listening, respecting and valuing all opinions.

- We expect to see demand for social care support to continue to increase against a backdrop of an increasingly aging population, driving **huge additional demand for care at home services.** Despite having a large and diverse market we are still reliant on a small number of providers for half of the support delivered.

- The evidence is clear that ‘home’ is the most appropriate place for resolving crises and recovery for adults and older people being discharged from hospital.** This care and support must be personalised to enable people to live in dignity and stay in control. Wherever possible, people leaving hospital will be supported to recover at home through the provision of short-term reablement or rehabilitation, be assessed for any ongoing care needs from home, and be supported to avoid a hospital admission from home. We will look to extend best practice and reorientate services and funding to help more people get home when that is the most appropriate place for them – and to stay at home.

- We require providers who are able to **meet the changing needs of our population, supporting more remote areas of our county where care is harder to source, and individuals for whom provision is more difficult to secure or where there are limited alternatives to residential care.**

- A priority for us is to **develop appropriate services in people’s homes and increase the amount of care homes with dementia provision in Somerset** if we are to be able to effectively respond to the demographic changes anticipated. Rates of dementia in Somerset are significantly higher than the national average due to our demographics and there are indications that even this may significantly underestimate the true picture.

- We wish to **work with innovative developers, housing providers and providers of social care services that have experience and knowledge of the specialised housing sector to develop a range of accommodation and services.**

- We want to see the **development of vibrant, new Extra care schemes that meet the needs of local people and have a community presence.**

- It is important for providers to **identify and incorporate digital solutions** alongside all service areas where possible and appropriate. This includes assistive technology services, but also wider digital innovation within provision.

- Throughout all this, a key priority will be to continue to work across health and social care with provider organisations to **support and develop our workforce** and **drive wider care quality improvement**

- The Council will also continue to **monitor the cost of care and seek to pay a fair price through transparent commissioning and contract arrangements.** Somerset Council’s Medium Term Financial Strategy outlines the key financial issues, the proposed response to these financial challenges, and our plans for spending. As part of the strategy, service commissioners will continue to work with stakeholders to achieve significant savings through service transformation and re-design; contract re-negotiation with existing providers; and decommissioning or reinvestment in more effective and efficient services for improved outcomes for local people.

- The sustainability of the market will only be achieved if we continue to develop and deliver our joint Health and Social care strategy.** At the heart of this is working in local neighbourhoods, linked to communities and the places people live, enhancing our digital offer, housing and joint commissioning arrangements.

- Somerset Council is required to consider how the economic, social and environmental well-being of the county may be improved through the procurement of the services or goods** before commencing a procurement process (as part of the Public Services Social Value Act 2012). The aim of the Act is to ensure that as part of the commissioning and procurement processes, consideration is given to the wider impact of the delivery of the services and goods. It allows a council to consider as part of the tender process how suppliers go beyond the basic contract terms and secures wider benefits for the community.