



## North West ADASS Monthly CQC Data Update

# October 2018 Edition



Produced by the North West ADASS Programme Office

## Introduction

The following document contains a series of dashboards, which aims to summarise the CQC quality ratings for Care Homes and Community Providers of Adult Social Care in the North West.

Historically, the North West has been below the national average in terms of care home beds rated 'Outstanding' or 'Good', so it is hoped that this document provides useful benchmarking information with the aim of achieving quality improvements.

Quality of the care market has been one of North West ADASS's strategic priorities for the past two years.

The data used within this report is all sourced from the published CQC data, which can be found here:

<http://www.cqc.org.uk/about-us/transparency/using-cqc-data>

## Publication Dates

To coincide with a monthly Delayed Transfers of Care report, this CQC report will be circulated at the same time, so therefore the update will be circulated in line with when the NHS publish DToC figures.

Therefore, you can expect an update on the dates below (or within a day or two):

- > 8th November 18
- > 13th December 18
- > 10th January 19
- > 14th February 19
- > 14th March 19

# Care Home Summary



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Slides 1 - 4: Region Overview

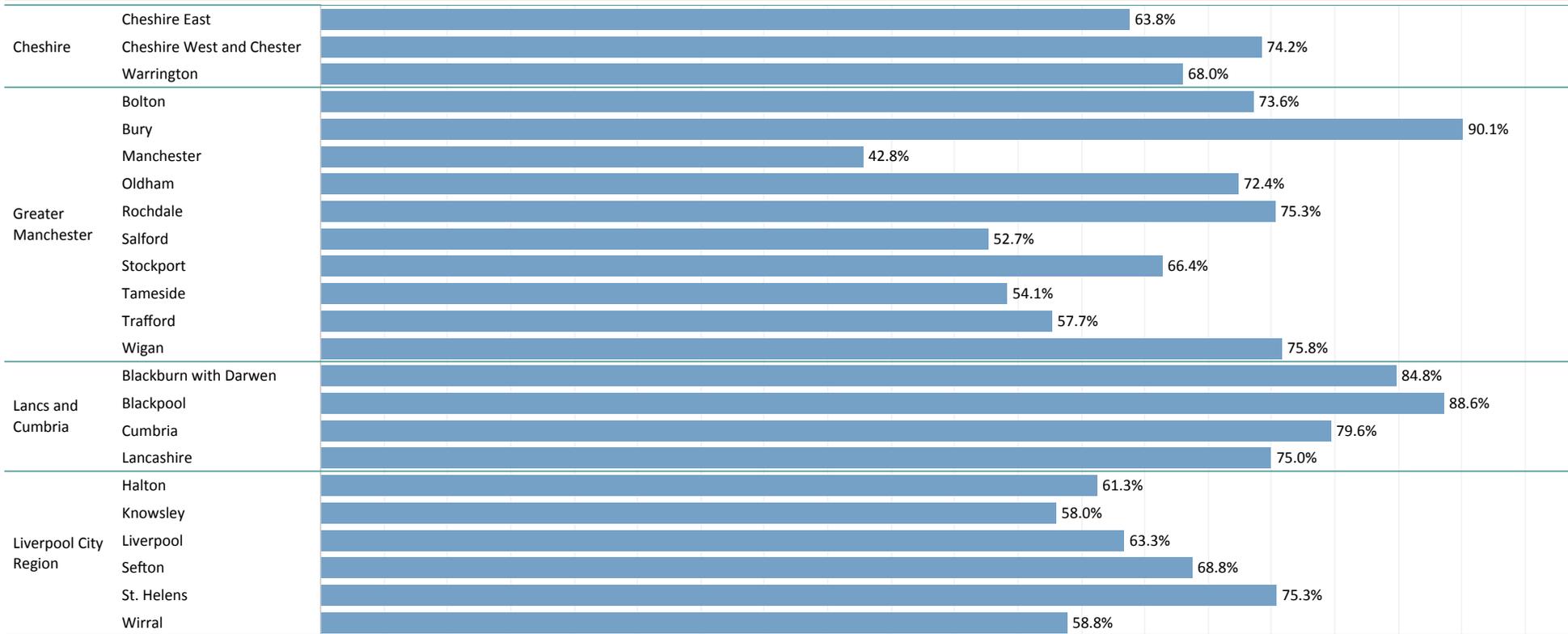
Slides 5 - 8: Cheshire and Liverpool City Region

Slides 9 - 11: Greater Manchester

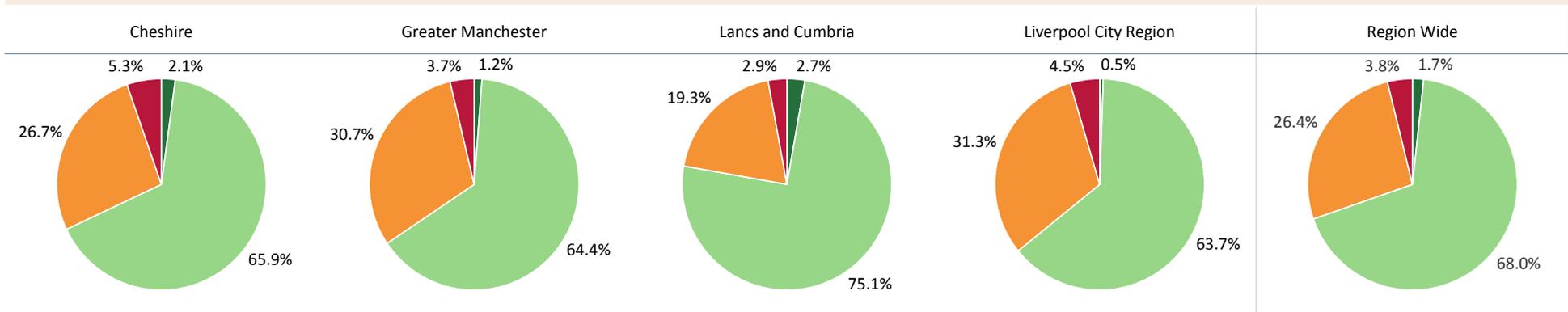
Slides 12 - 14: Lancashire and Cumbria

Slide 15: Registered Managers Summary

## % of Beds Rated 'Good' or 'Outstanding' in the North West in October

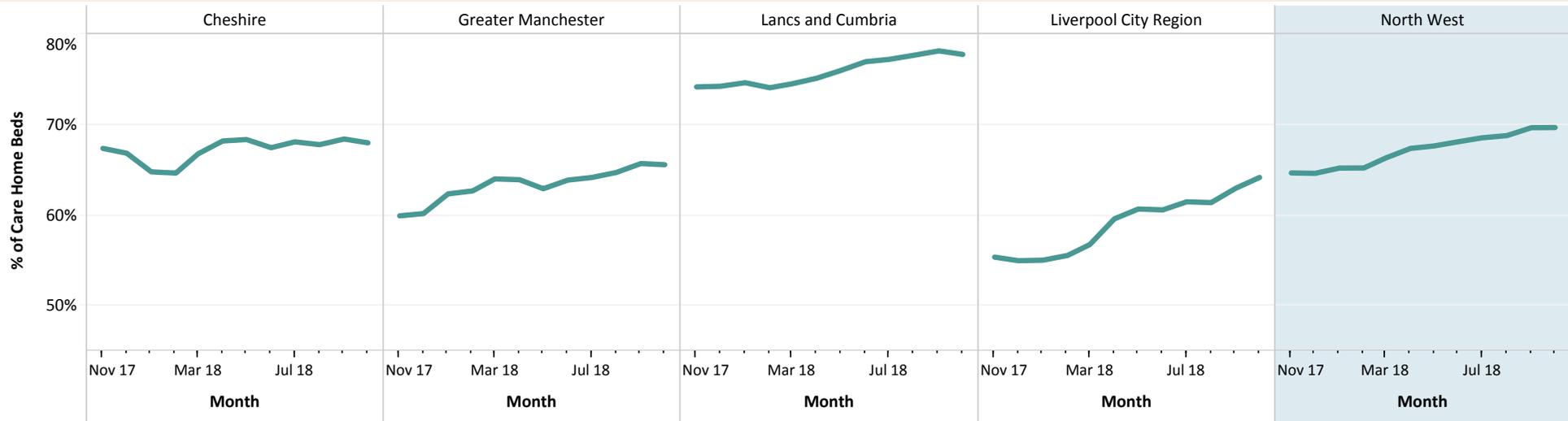


## Sub Regional Quality Summary of Care Homes: *October 2018*



Key ■ Outstanding ■ Good ■ Requires improvement ■ Inadequate

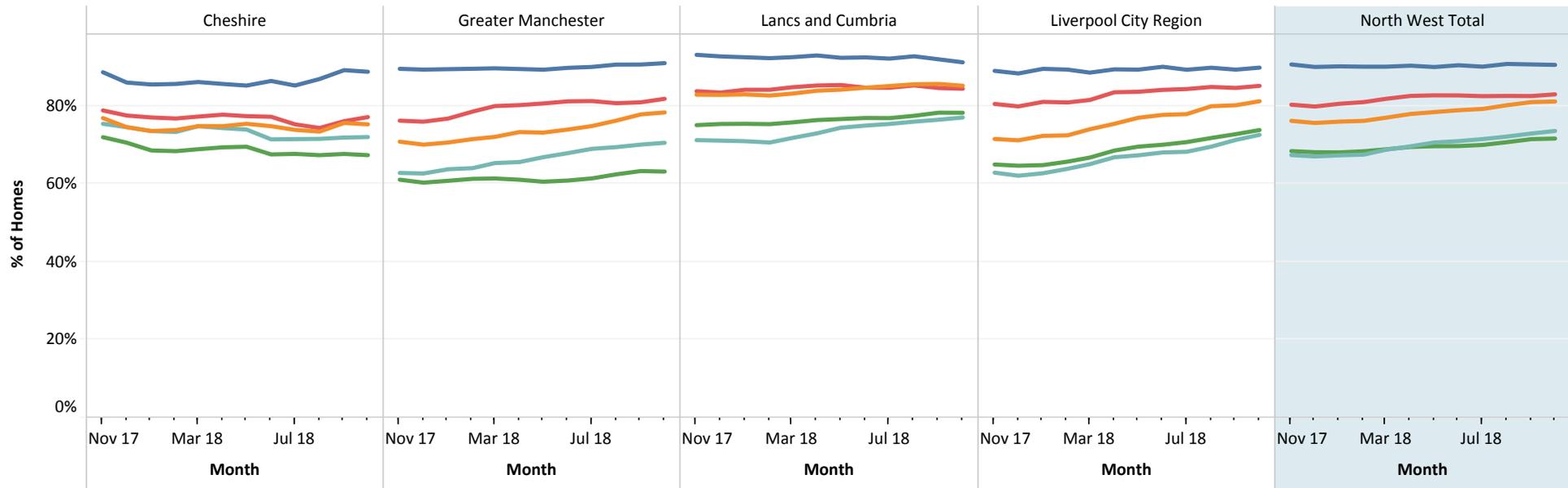
## % of Care Home Beds Rated 'Good' or 'Outstanding' per North West Sub Region



## Overview of the Five Key Questions that CQC Rate as Part of their Care Home Inspections per North West Sub Region

Chart Displays the % of Homes Rated 'Good' for Each Question

*This is based on Number of Homes rather than Number of Beds*

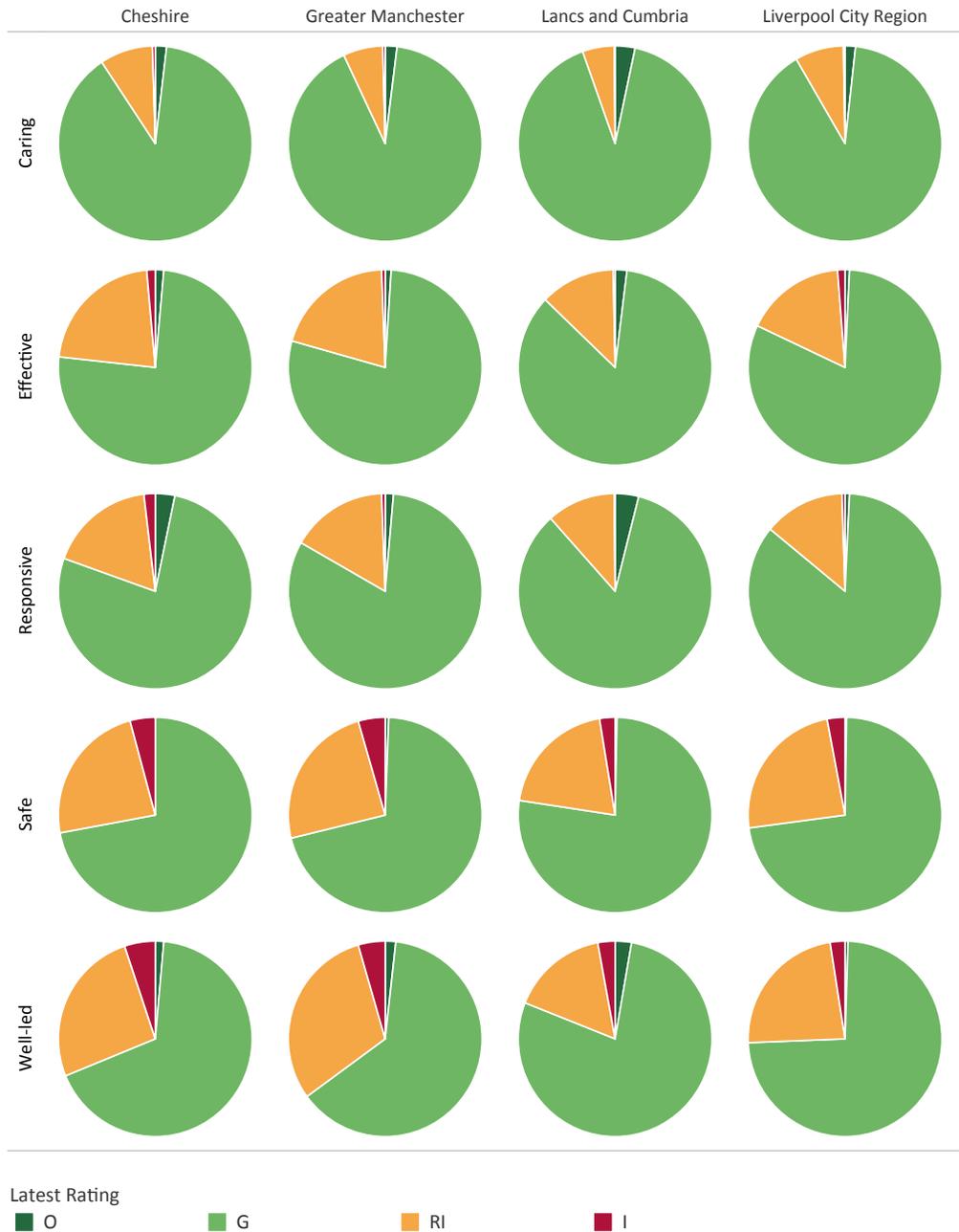


Key Question ■ Caring ■ Effective ■ Responsive ■ Safe ■ Well-led

## Care Homes Rated 'Good' or 'Outstanding' per Sub Region for Each Key Question: **October**

		Caring	Effective	Responsive	Safe	Well-led
Cheshire	Cheshire East	88.9%	71.1%	77.8%	64.4%	66.7%
	Cheshire West and Chester	91.8%	83.6%	86.3%	78.1%	74.0%
	Warrington	92.3%	76.9%	76.9%	76.9%	65.4%
	<b>Sub Regional Ave</b>	90.7%	76.7%	80.5%	72.1%	68.8%
Greater Manchester	Bolton	93.8%	85.4%	91.7%	79.2%	72.9%
	Bury	94.0%	80.0%	90.0%	88.0%	82.0%
	Manchester	89.6%	72.7%	70.1%	54.5%	55.8%
	Oldham	97.6%	92.7%	95.1%	75.6%	73.2%
	Rochdale	88.7%	83.0%	81.1%	77.4%	69.8%
	Salford	95.0%	72.5%	77.5%	77.5%	62.5%
	Stockport	97.0%	82.1%	85.1%	64.2%	50.7%
	Tameside	86.5%	67.6%	78.4%	59.5%	51.4%
	Trafford	90.7%	70.4%	79.6%	63.0%	57.4%
	Wigan	97.9%	89.4%	91.5%	85.1%	83.0%
<b>Sub Regional Ave</b>	93.0%	79.4%	83.3%	71.2%	65.0%	
Lancs and Cumbria	Blackburn with Darwen	91.2%	85.3%	91.2%	70.6%	82.4%
	Blackpool	98.5%	94.0%	91.0%	83.6%	89.6%
	Cumbria	95.5%	89.0%	90.9%	83.1%	85.1%
	Lancashire	93.9%	85.6%	86.8%	74.8%	78.0%
<b>Sub Regional Ave</b>	94.6%	87.2%	88.4%	77.4%	81.0%	
Liverpool City Region	Halton	94.7%	94.7%	84.2%	73.7%	73.7%
	Knowsley	75.0%	75.0%	83.3%	75.0%	70.8%
	Liverpool	90.1%	74.1%	77.8%	70.4%	69.1%
	Sefton	97.6%	88.0%	94.4%	82.4%	81.6%
	St. Helens	94.4%	88.9%	94.4%	86.1%	86.1%
	Wirral	88.4%	78.5%	81.0%	60.3%	67.8%
<b>Sub Regional Ave</b>	91.6%	82.0%	86.0%	72.9%	74.4%	
<b>Total</b>	93.0%	82.5%	85.4%	74.0%	73.5%	

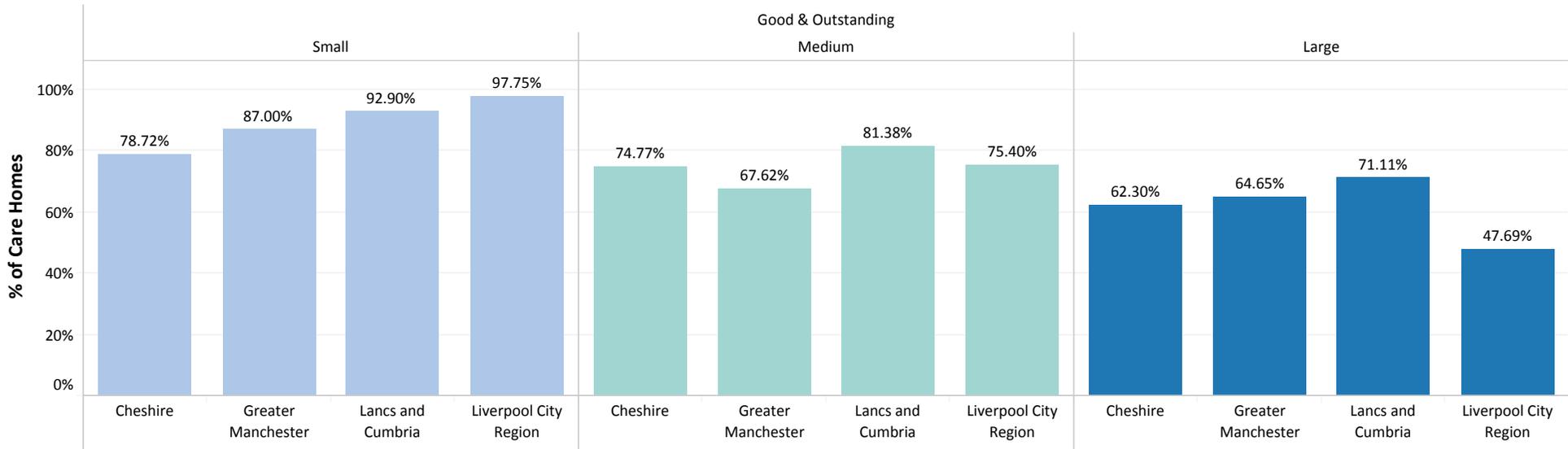
## Sub Regional Overview of the Five Key Questions in **October**



## Breakdown of Quality by Size of the Care Home per Sub Region and Home Type

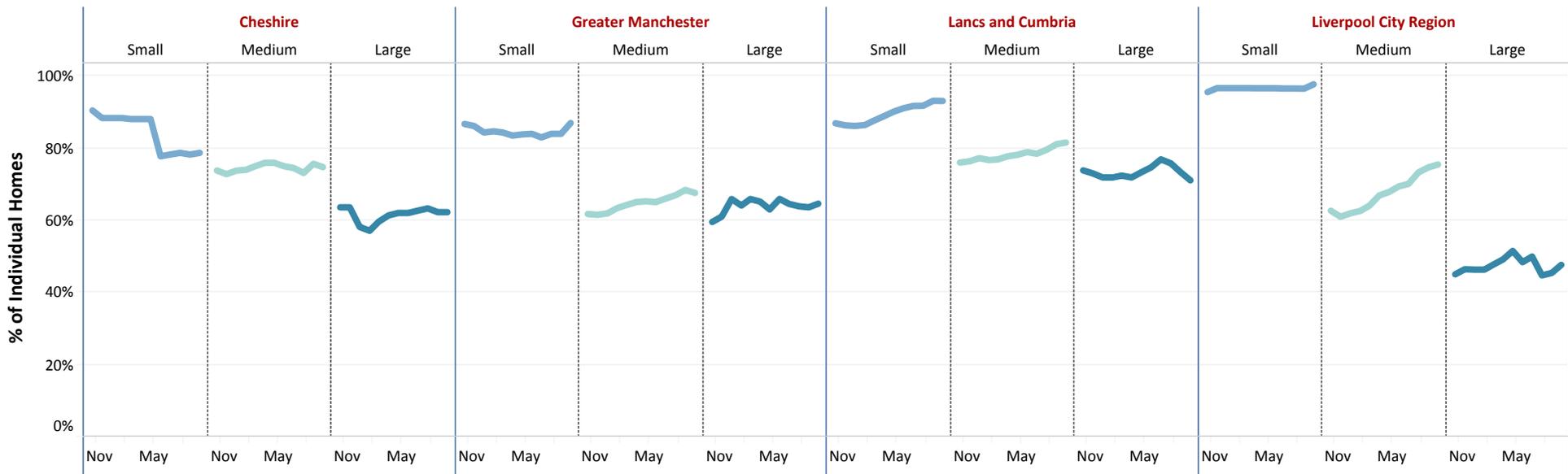
Chart shows % of Homes Rated 'Outstanding' or 'Good'

*Small Home is 10 beds or less, Medium is between 11 and 49, Large 50+*

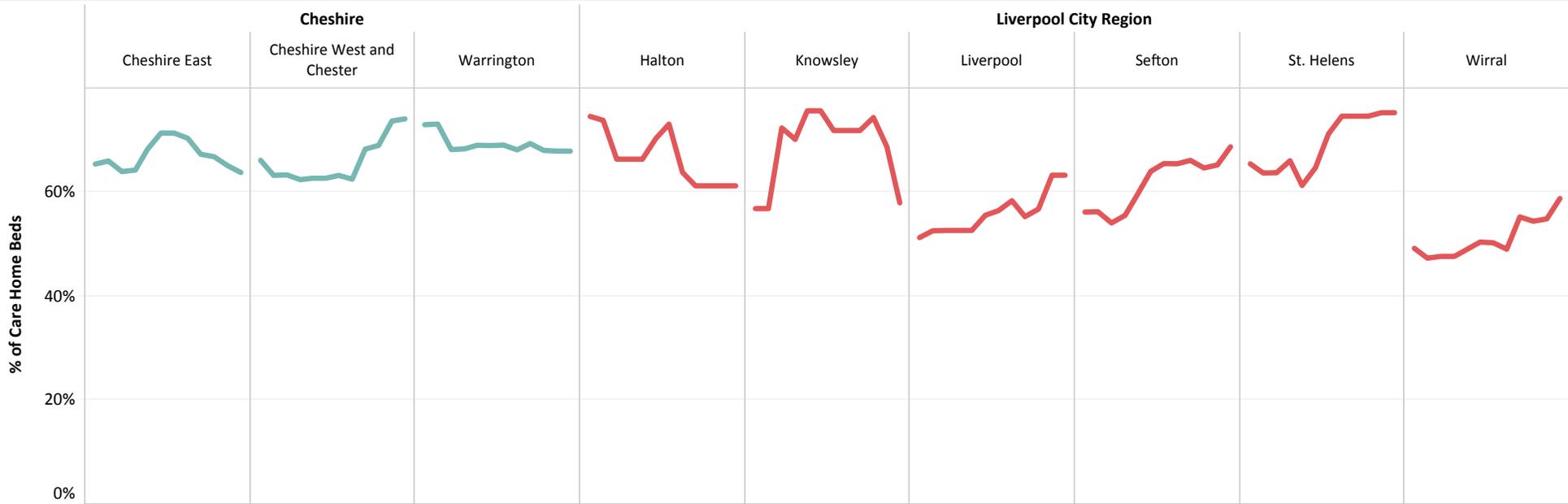


## Breakdown of Quality by Size of the Care Home over time, per Sub Region

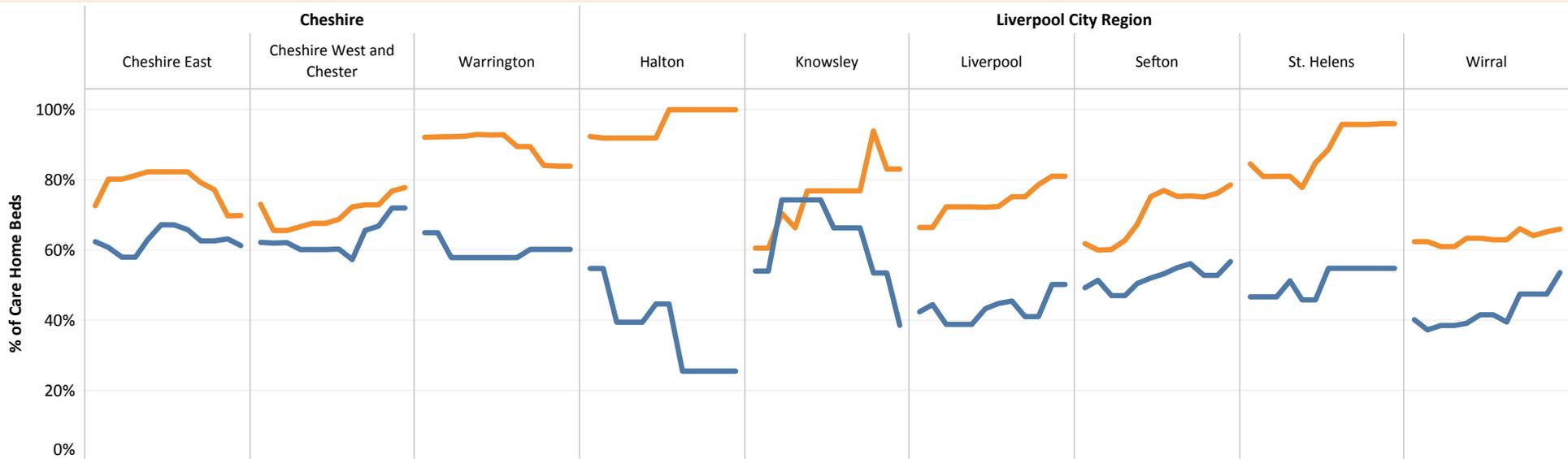
Methodology as above - Nov 17 to Present



## % of Care Home Beds Rated 'Good' or 'Outstanding' in Cheshire & Liverpool City Region



## Data Split by Residential and Nursing Homes

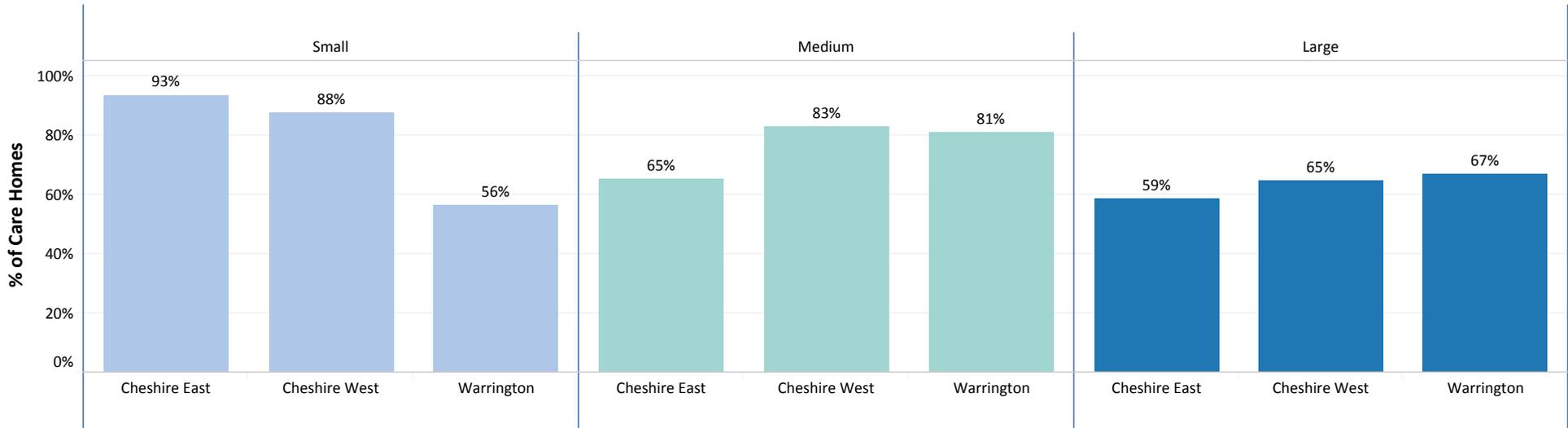


Home Type ■ Care Home with Nursing ■ Care Home without Nursing

**Breakdown of Quality by Size of the Care Home: Cheshire**

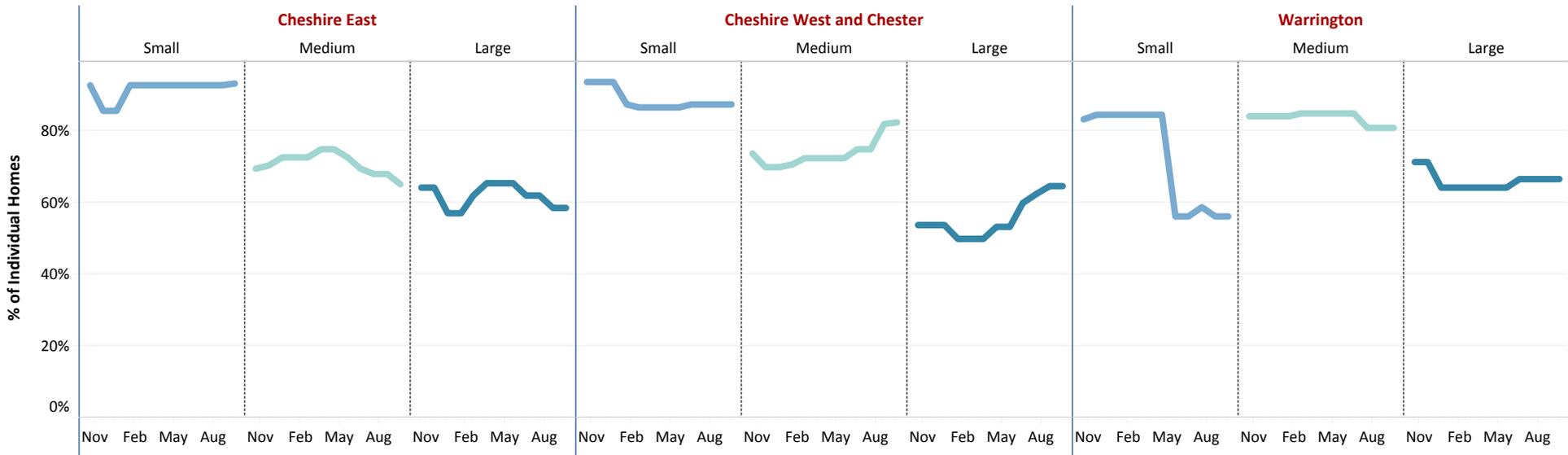
Chart shows % of Homes Rated 'Outstanding' or 'Good'

Small Home is 10 beds or less, Medium is between 11 and 49, Large 50+



**Breakdown of Quality by Size of the Care Home: Cheshire**

Methodology as above - Nov 17 to Present

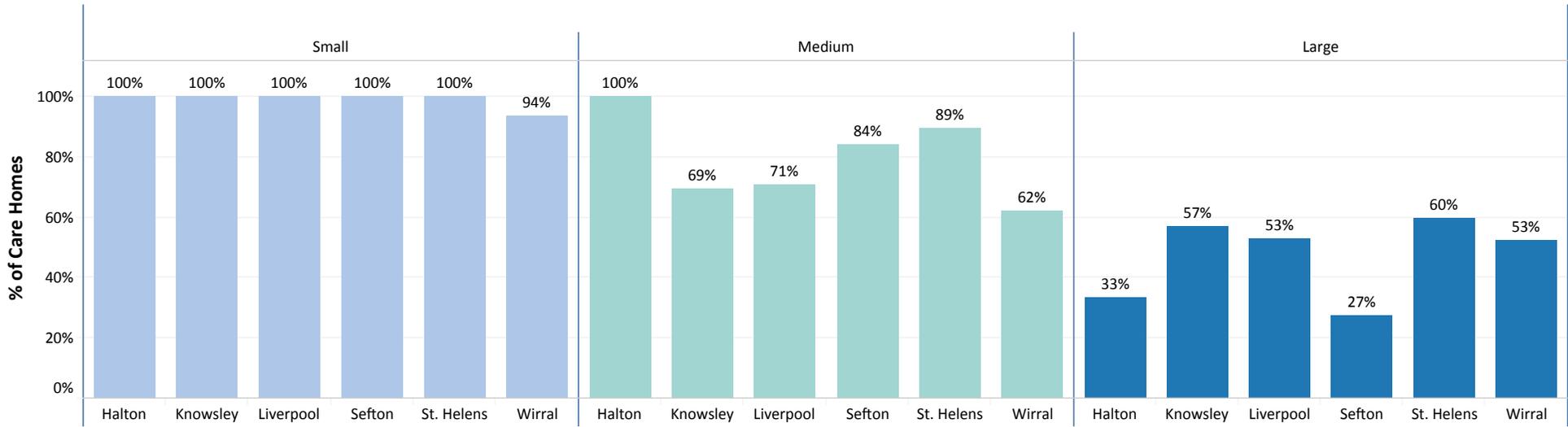


Home Size ■ Small ■ Medium ■ Large

## Breakdown of Quality by Size of the Care Home: Liverpool City Region

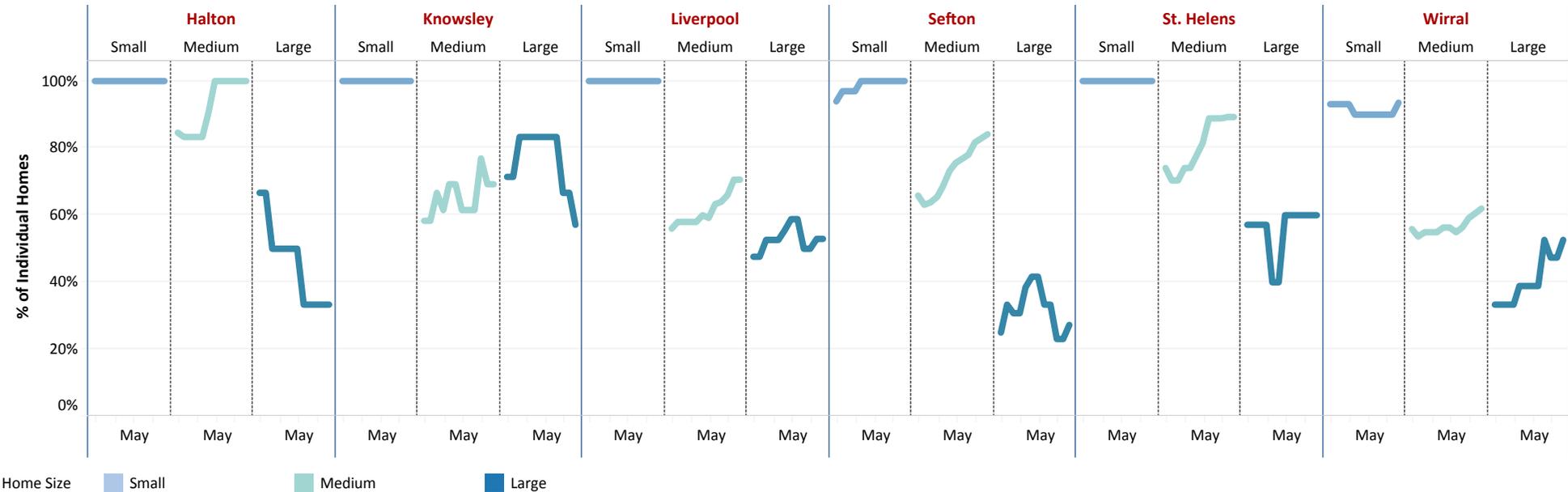
Chart shows % of Homes Rated 'Outstanding' or 'Good'

Small Home is 10 beds or less, Medium is between 11 and 49, Large 50+



## Breakdown of Quality by Size of the Care Home: Liverpool City Region

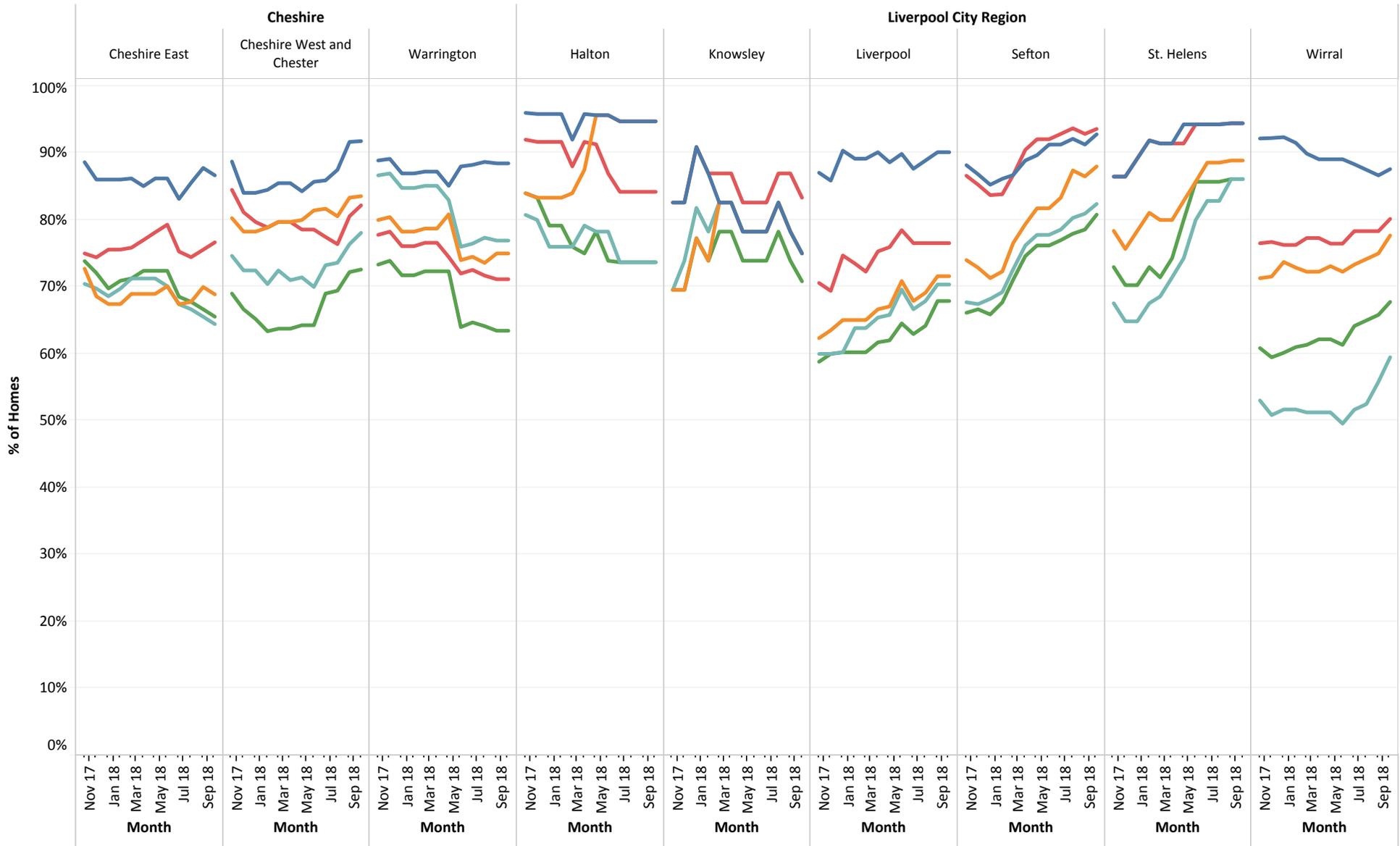
Methodology as above - Nov 17 to Present



# Overview of the Five Key Questions that CQC Rate as Part of their Care Home Inspections - Cheshire & Liverpool City Region

Chart Displays the % of Homes Rated 'Good' for Each Question

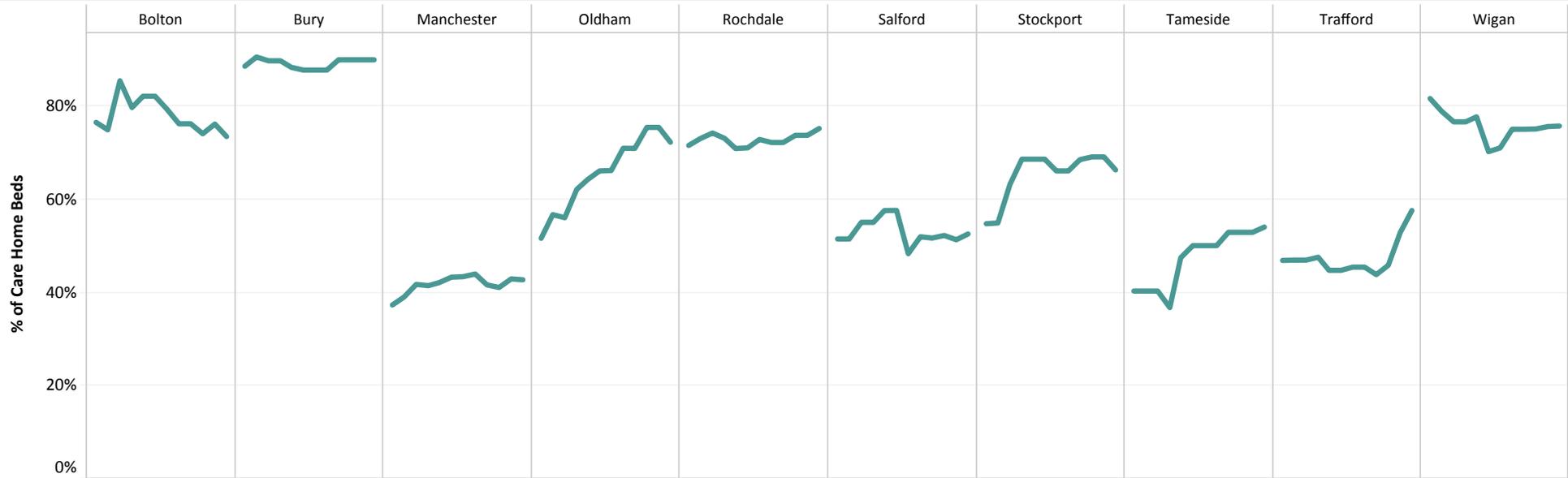
This is based on Number of Homes rather than Number of Beds



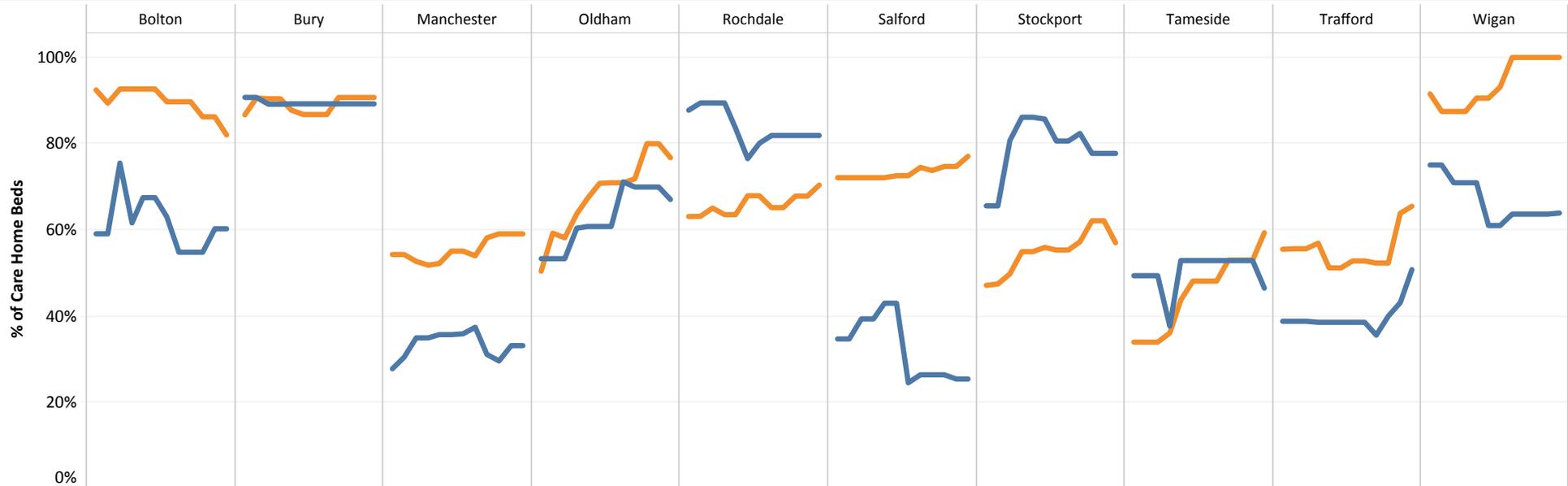
Key Question

- Caring
- Effective
- Responsive
- Safe
- Well-led

## % of Care Home Beds Rated 'Good' or 'Outstanding' in Greater Manchester



## Data Split by Residential and Nursing Homes

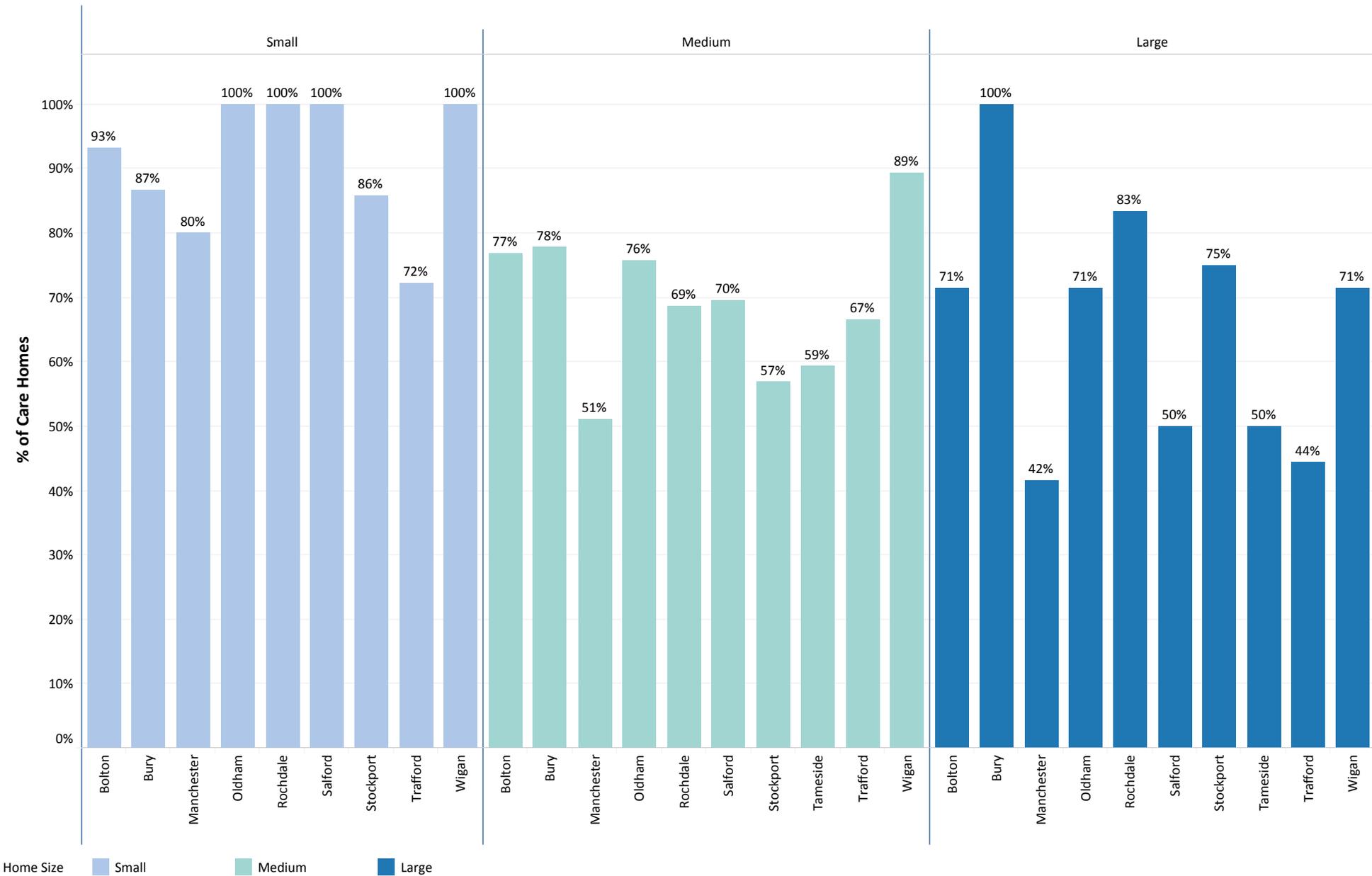


Home Type ■ Care Home with Nursing ■ Care Home without Nursing

## Breakdown of Quality by Size of the Care Home: Greater Manchester

Chart shows % of Homes Rated 'Outstanding' or 'Good'

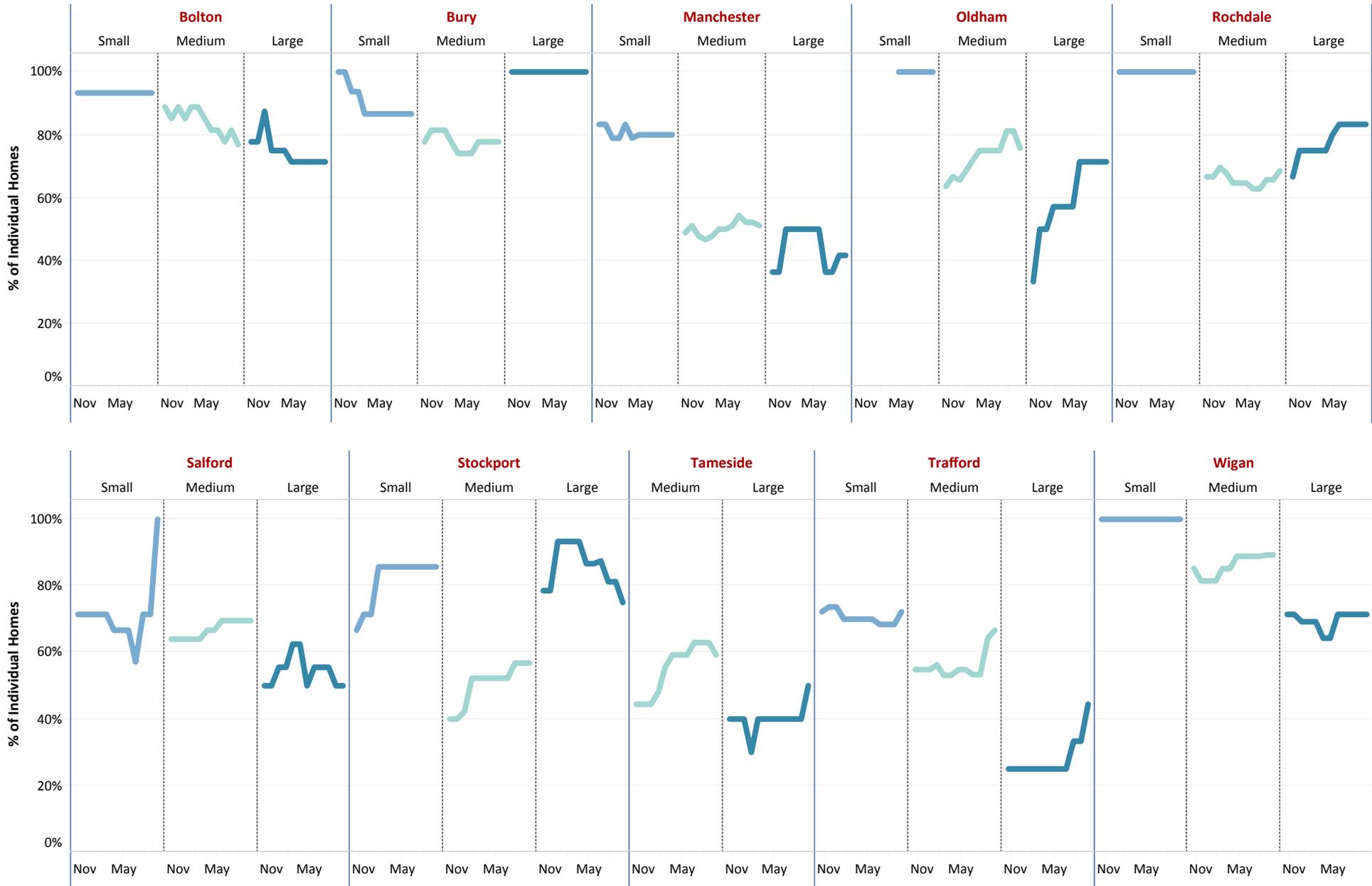
Small Home is 10 beds or less, Medium is between 11 and 49, Large 50+



# Breakdown of Quality by Size of the Care Home over Time: Greater Manchester

Chart shows % of Homes Rated 'Outstanding' or 'Good'

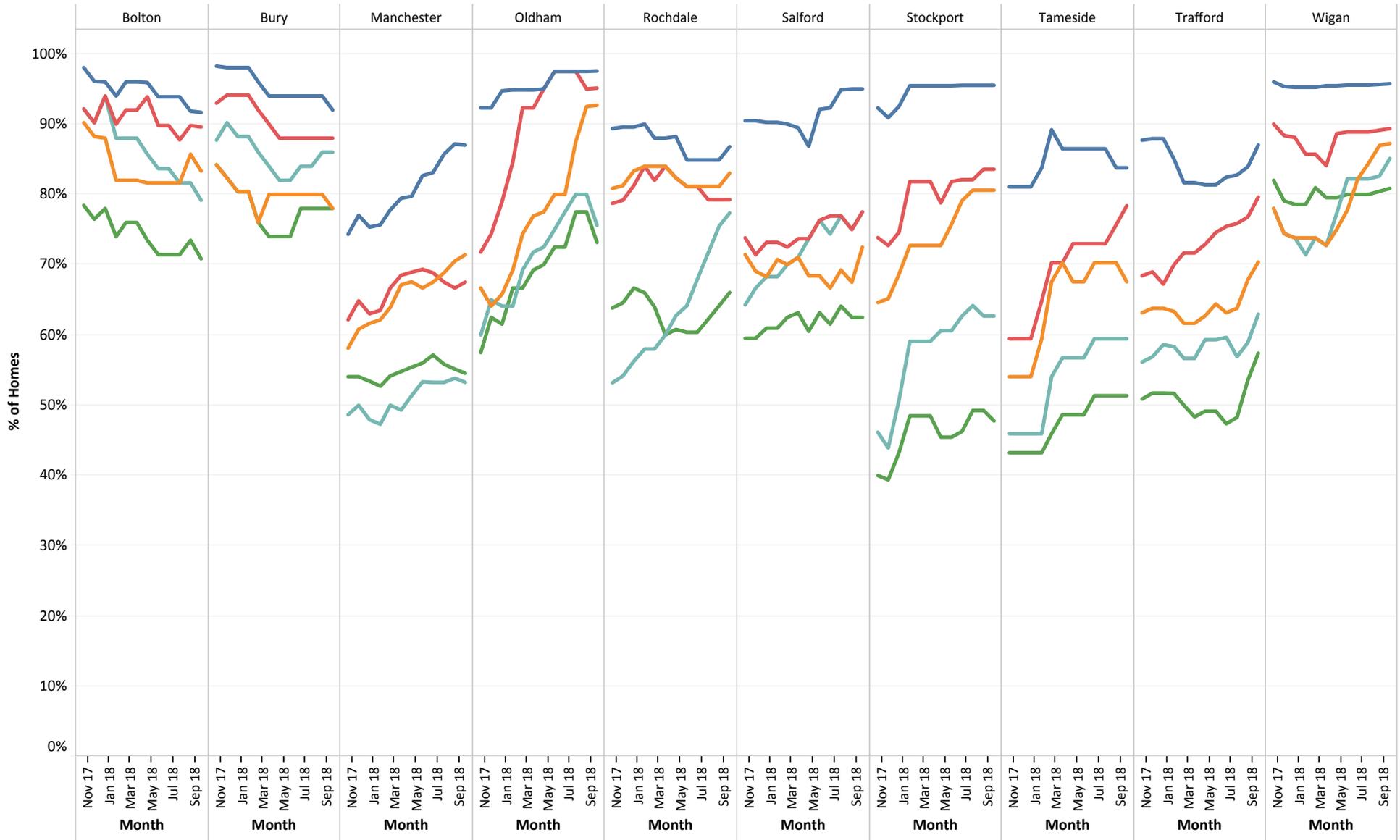
Small Home is 10 beds or less, Medium is between 11 and 49, Large 50+



# Overview of the Five Key Questions that CQC Rate as Part of their Care Home Inspections - Greater Manchester

Chart Displays the % of Homes Rated 'Good' for Each Question

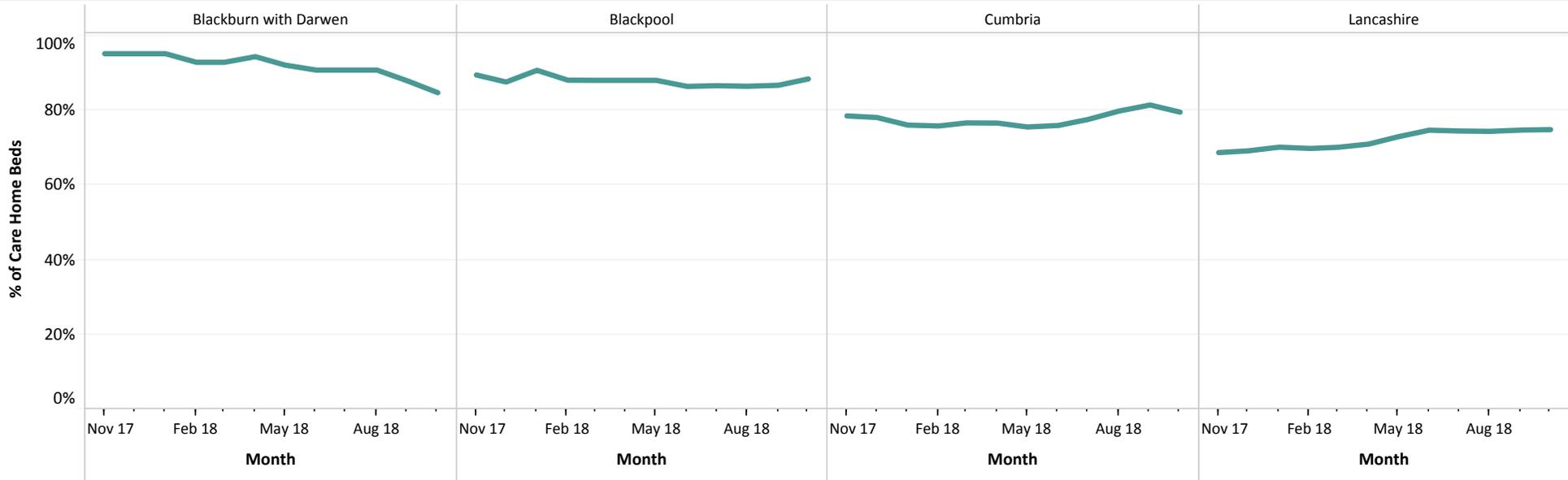
This is based on Number of Homes rather than Number of Beds



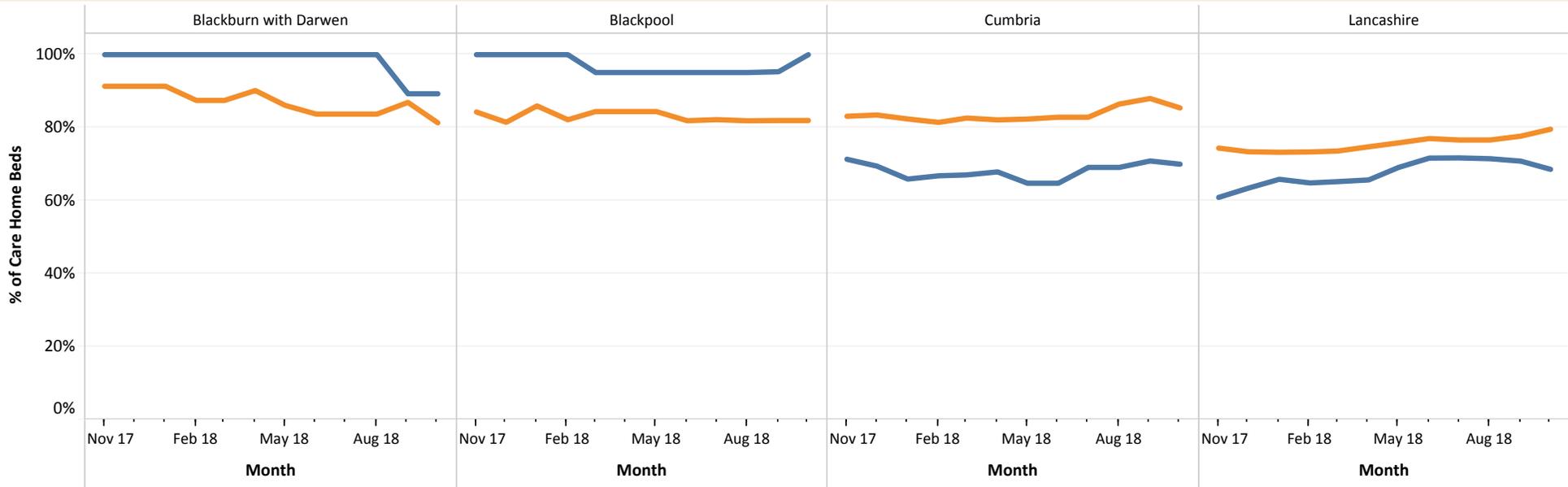
Key Question

- Caring
- Effective
- Responsive
- Safe
- Well-led

## % of Care Home Beds Rated 'Good' or 'Outstanding' in Lancs and Cumbria



## Data Split by Residential and Nursing Homes

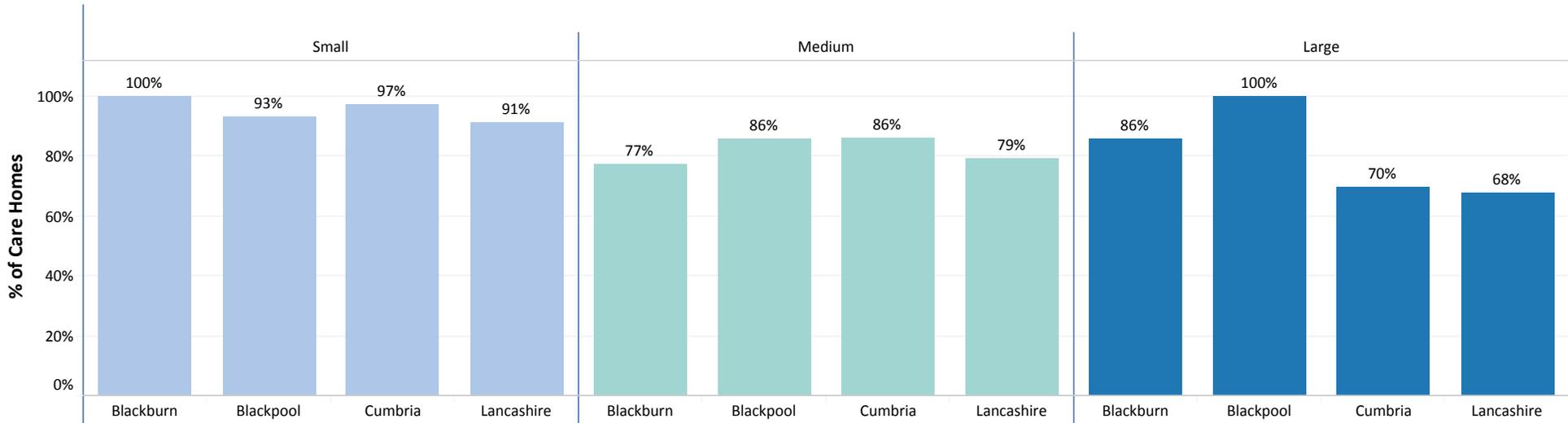


Home Type ■ Care Home with Nursing ■ Care Home without Nursing

## Breakdown of Quality by Size of the Care Home: Lancs and Cumbria

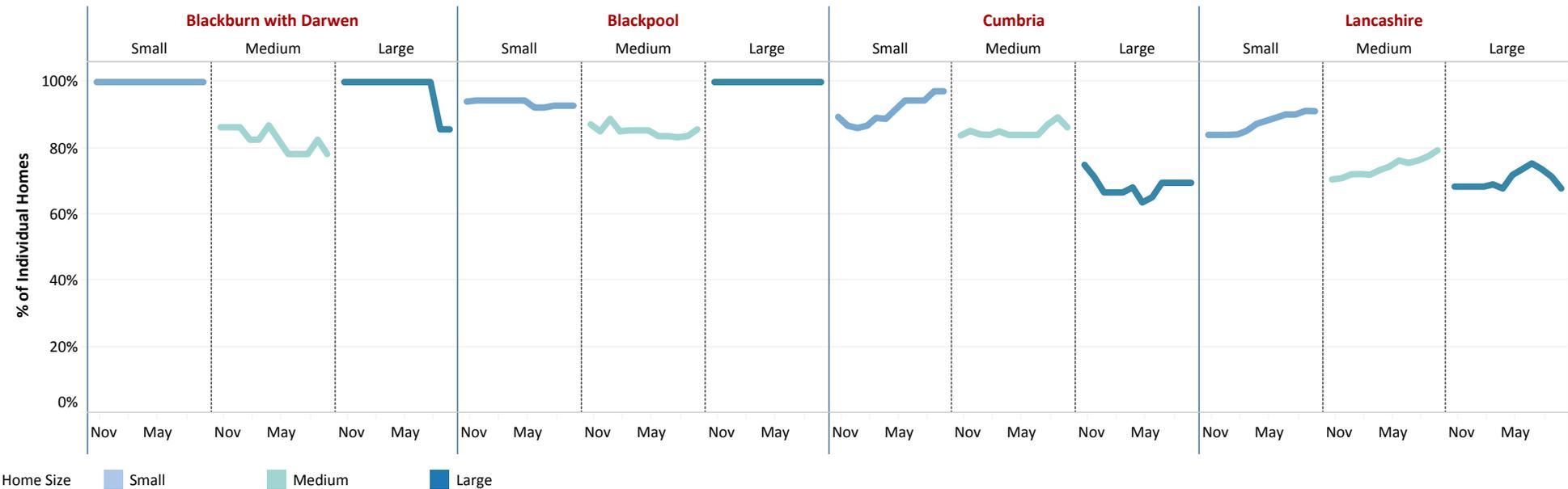
Chart shows % of Homes Rated 'Outstanding' or 'Good'

Small Home is 10 beds or less, Medium is between 11 and 49, Large 50+



## Breakdown of Quality by Size of the Care Home: Lancs and Cumbria

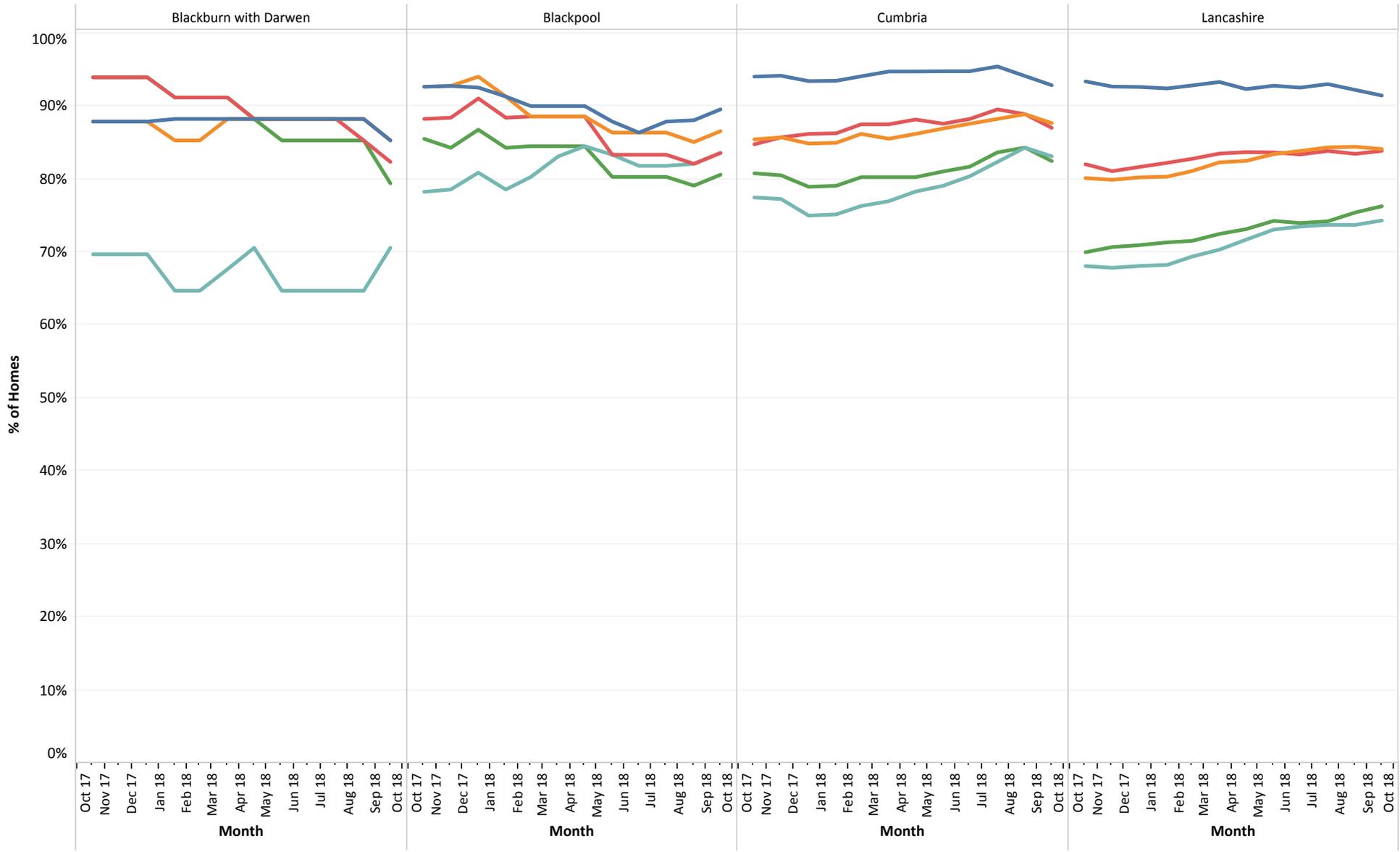
Methodology as above - Nov 17 to Present



# Overview of the Five Key Questions that CQC Rate as Part of their Care Home Inspections - Lancs and Cumbria

Chart Displays the % of Homes Rated 'Good' for Each Question

*This is based on Number of Homes rather than Number of Beds*



Key Question

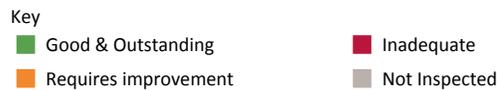
- Caring
- Effective
- Responsive
- Safe
- Well-led

## Registered Managers Impact on Quality

Impact of Registered Manager Details on Quality in October (Table shows percentage of homes rated 'Outstanding' or 'Good')

		Registered Manager in Place	No Registered Manager
Cheshire	Cheshire East	75.0% <span style="color: green;">●</span>	28.6% <span style="color: red;">●</span>
	Cheshire West and Chester	85.7% <span style="color: green;">●</span>	40.0% <span style="color: red;">●</span>
	Warrington	75.0% <span style="color: green;">●</span>	·
Greater Manchester	Bolton	87.8% <span style="color: green;">●</span>	42.9% <span style="color: red;">●</span>
	Bury	82.6% <span style="color: green;">●</span>	100.0% <span style="color: green;">●</span>
	Manchester	59.5% <span style="color: grey;">●</span>	·
	Oldham	73.7% <span style="color: green;">●</span>	100.0% <span style="color: green;">●</span>
	Rochdale	81.4% <span style="color: green;">●</span>	60.0% <span style="color: grey;">●</span>
	Salford	70.3% <span style="color: green;">●</span>	66.7% <span style="color: green;">●</span>
	Stockport	67.3% <span style="color: green;">●</span>	53.3% <span style="color: red;">●</span>
	Tameside	58.8% <span style="color: brown;">●</span>	33.3% <span style="color: red;">●</span>
	Trafford	69.4% <span style="color: green;">●</span>	20.0% <span style="color: red;">●</span>
	Wigan	90.0% <span style="color: green;">●</span>	57.1% <span style="color: red;">●</span>
Lancs and Cumbria	Blackburn with Darwen	87.5% <span style="color: green;">●</span>	·
	Blackpool	88.1% <span style="color: green;">●</span>	87.5% <span style="color: green;">●</span>
	Cumbria	85.8% <span style="color: green;">●</span>	92.3% <span style="color: green;">●</span>
	Lancashire	81.9% <span style="color: green;">●</span>	70.0% <span style="color: green;">●</span>
Liverpool City Region	Halton	78.9% <span style="color: green;">●</span>	·
	Knowsley	73.9% <span style="color: green;">●</span>	·
	Liverpool	76.7% <span style="color: green;">●</span>	25.0% <span style="color: red;">●</span>
	Sefton	84.9% <span style="color: green;">●</span>	50.0% <span style="color: red;">●</span>
	St. Helens	85.7% <span style="color: green;">●</span>	100.0% <span style="color: green;">●</span>
	Wirral	73.1% <span style="color: green;">●</span>	30.8% <span style="color: red;">●</span>

Impact of Registered Manager Details on Quality in October

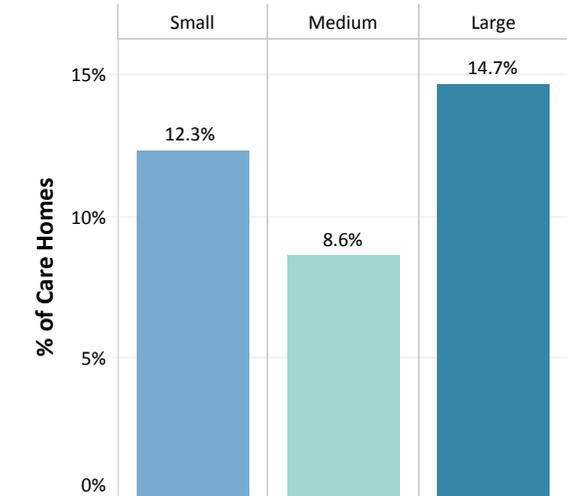


# Summary of Care Homes with no Registered Manager

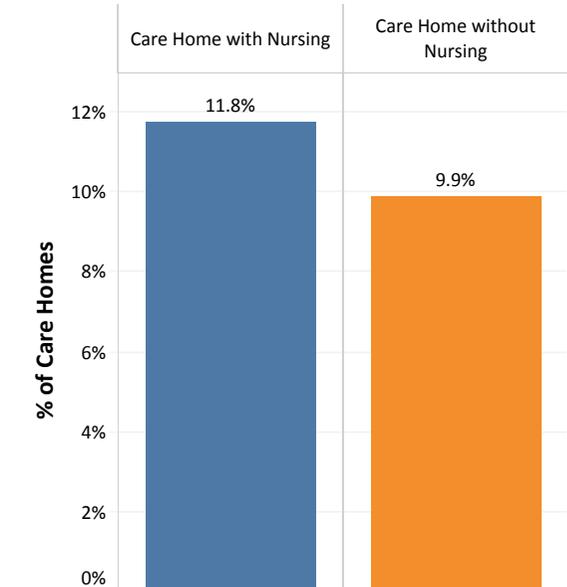
## % of Care Homes where there are No Registered Manager Details

	February	March	April	May	June	July	August	September	October	
Cheshire	Cheshire East	9% ●	11% ●	12% ●	9% ●	10% ●	16% ●	14% ●	12% ●	14% ●
	Cheshire West and Chester	10% ●	10% ●	11% ●	11% ●	12% ●	13% ●	11% ●	10% ●	14% ●
	Warrington	13% ●	11% ●	9% ●	11% ●	9% ●	11% ●	13% ●	12% ●	8% ●
Greater Manchester	Bolton	10% ●	10% ●	15% ●	11% ●	13% ●	13% ●	13% ●	15% ●	15% ●
	Bury	7% ●	9% ●	9% ●	11% ●	9% ●	9% ●	9% ●	9% ●	9% ●
	Manchester	17% ●	18% ●	15% ●	10% ●	13% ●	13% ●	9% ●	10% ●	7% ●
	Oldham	9% ●	9% ●	9% ●	12% ●	9% ●	9% ●	9% ●	9% ●	9% ●
	Rochdale	18% ●	27% ●	27% ●	24% ●	20% ●	21% ●	18% ●	20% ●	18% ●
	Salford	7% ●	7% ●	7% ●	7% ●	14% ●	14% ●	16% ●	9% ●	9% ●
	Stockport	27% ●	24% ●	22% ●	19% ●	24% ●	25% ●	27% ●	24% ●	22% ●
	Tameside	8% ●	8% ●	8% ●	8% ●	5% ●	8% ●	8% ●	8% ●	8% ●
	Trafford	17% ●	21% ●	21% ●	17% ●	17% ●	13% ●	11% ●	10% ●	8% ●
	Wigan	9% ●	9% ●	9% ●	7% ●	7% ●	9% ●	7% ●	9% ●	13% ●
Lancs and Cumbria	Blackburn with Darwen	3% ●	3% ●	3% ●	3% ●	3% ●	6% ●	6% ●	9% ●	6% ●
	Blackpool	15% ●	14% ●	20% ●	19% ●	13% ●	14% ●	12% ●	12% ●	12% ●
	Cumbria	11% ●	12% ●	12% ●	10% ●	8% ●	10% ●	9% ●	8% ●	9% ●
	Lancashire	13% ●	14% ●	13% ●	13% ●	13% ●	12% ●	11% ●	12% ●	12% ●
Liverpool City Region	Halton	4% ●	4% ●	7% ●	4% ●	7% ●				
	Knowsley	15% ●	15% ●	15% ●	15% ●	12% ●	8% ●	4% ●	4% ●	4% ●
	Liverpool	16% ●	14% ●	17% ●	14% ●	13% ●	17% ●	14% ●	12% ●	10% ●
	Sefton	6% ●	6% ●	6% ●	6% ●	7% ●	9% ●	5% ●	4% ●	5% ●
	St. Helens	10% ●	8% ●	8% ●	8% ●	5% ●	5% ●	5% ●	5% ●	3% ●
	Wirral	7% ●	7% ●	7% ●	7% ●	7% ●	6% ●	10% ●	11% ●	10% ●

## % of Care Homes with No Registered Manager, per Care Home Size Group (Region Wide): October



## % of Care Homes with No Registered Manager, per Care Home Type (Region Wide): October



# Focus on Inadequate Care Homes



directors of  
**adass**  
adult social services  
North West

## Background

The purpose of this section is to show the volume of 'Inadequate' care homes in the region. Each sub region has a one page summary with a list of homes who are inadequate (and what their rating is for each key question), a bar chart showing if the volume of inadequate is increasing or decreasing, and the size of the homes that make them up (small, medium or large).

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- Slide 1: Cheshire
- Slide 2: Greater Manchester
- Slide 3: Lancashire and Cumbria
- Slide 4: Liverpool City Region

# Cheshire Inadequate Homes Breakdown

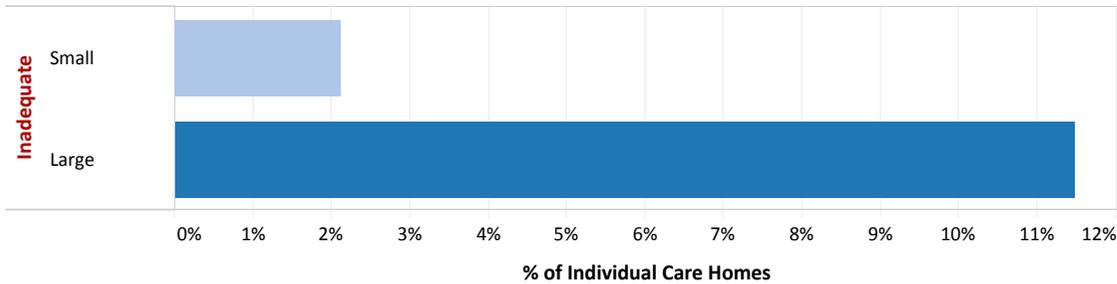
## Inadequate Care Homes in Cheshire in October

Graphic shows Rating for Each Key Question

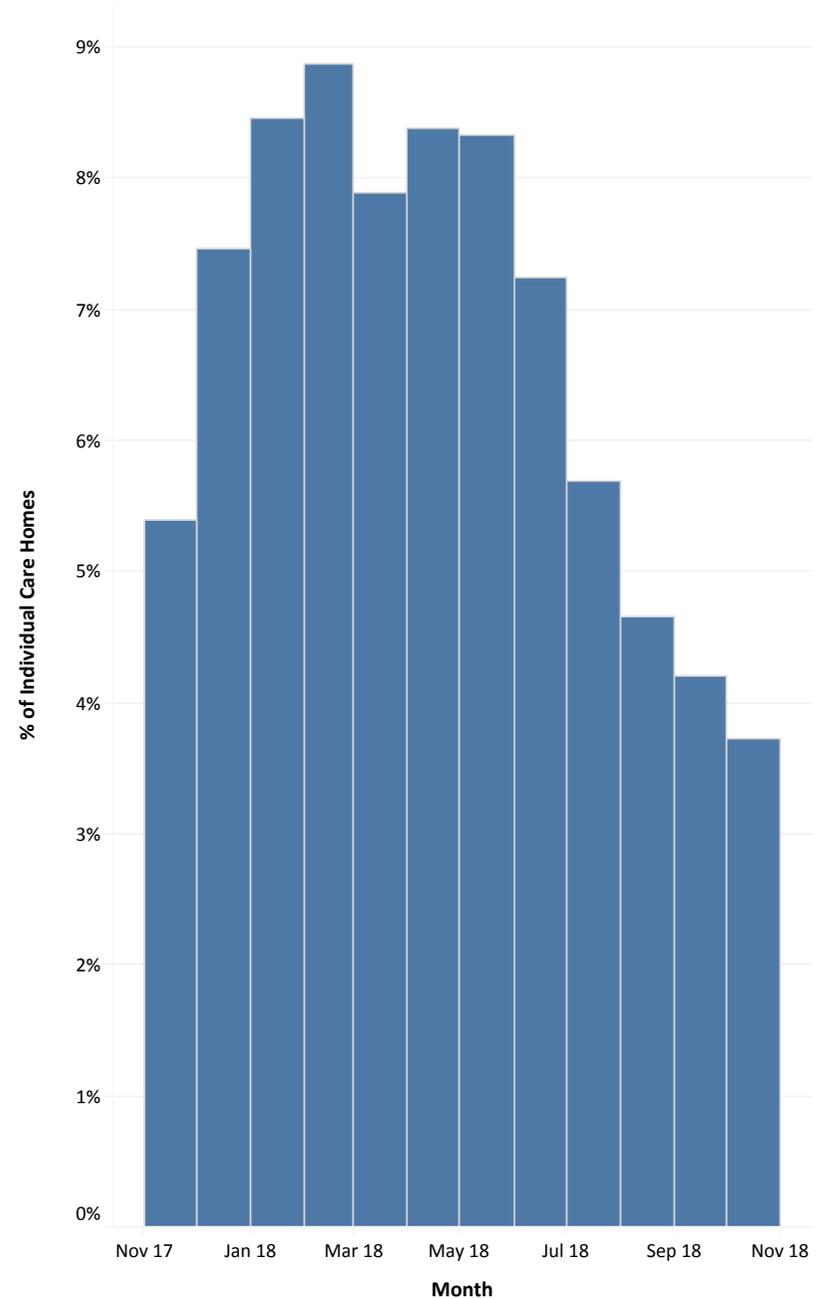
		5 Questions					Overall
		Caring	Effective	Responsive	Safe	Well-led	Overall
<b>Cheshire East</b>	Brookfield House Care Home	G	RI	RI	I	I	I
	Cypress Court	RI	RI	I	I	I	I
	Lyme Green Hall	I	I	I	I	I	I
	Tabley House	RI	I	I	I	I	I
<b>Cheshire West and Chester</b>	Lostock Lodge Care Home	RI	RI	RI	I	I	I
	Willows Care Home	RI	RI	RI	I	I	I
	Winsford Grange Care Home	RI	RI	I	I	I	I
<b>Warrington</b>	Heath Lodge	RI	I	RI	I	I	I

Latest Rating  
■ G      ■ I      ■ RI

## % of all Homes that are Rated Inadequate in Cheshire, by Size of the Home



## % of Homes in Cheshire rated Inadequate per Month



# Greater Manchester Inadequate Homes Breakdown

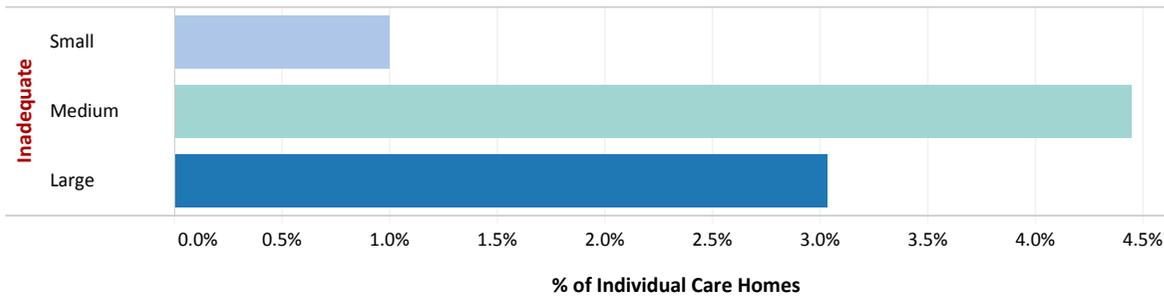
## Inadequate Care Homes in Greater Manchester in October

Graphic shows Rating for Each Key Question

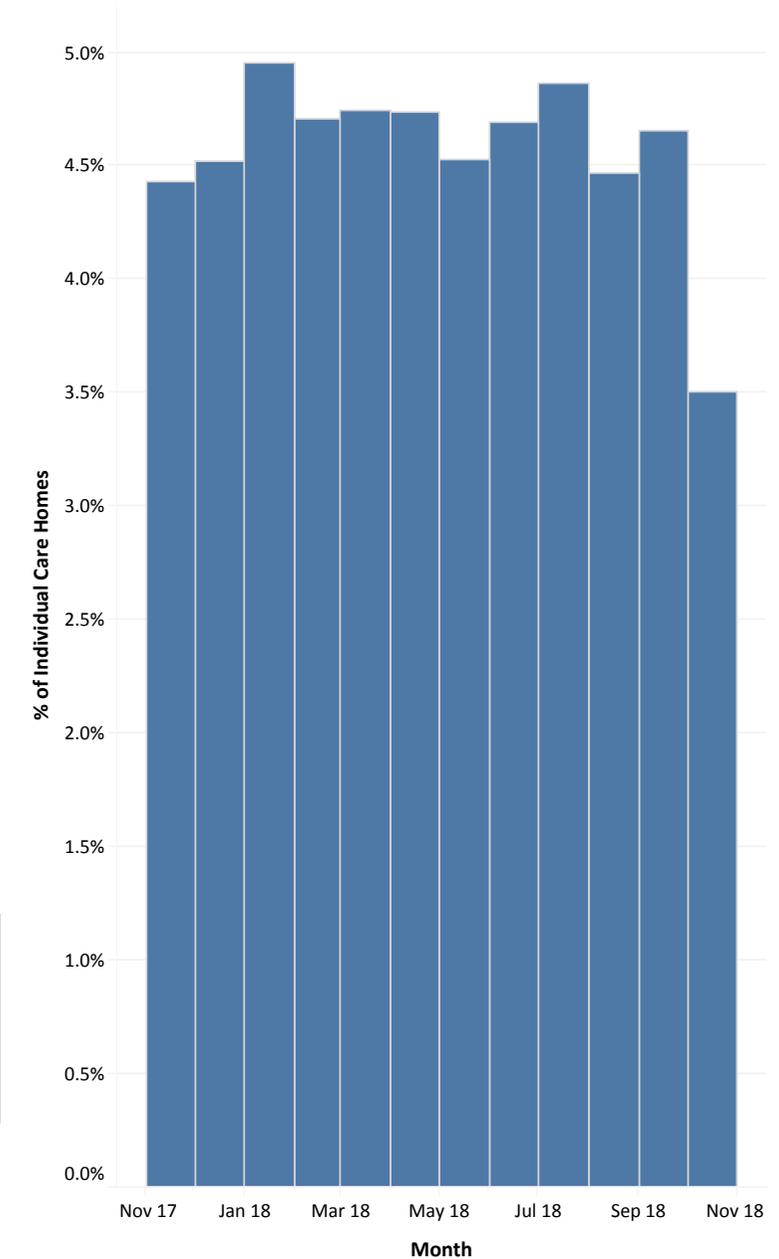
		5 Questions					Overall
		Caring	Effective	Responsive	Safe	Well-led	Overall
<b>Bury</b>	Browfield Residential Home Limited	RI	RI	RI	I	I	I
	Fernica (Residential Care Home)	G	RI	RI	I	I	I
	Rookwood Residential Care Home	RI	RI	RI	I	I	I
<b>Manchester</b>	Abbotsford Nursing Home - Manchester	I	I	I	I	I	I
	Downing House	RI	RI	I	I	I	I
	Moston Grange Nursing Home	RI	RI	RI	I	I	I
	Yew Tree Manor Nursing and Residential C..	RI	RI	RI	I	I	I
<b>Rochdale</b>	Hurstead House Nursing Home	RI	RI	RI	I	I	I
<b>Salford</b>	Beech House - Salford	RI	I	RI	I	I	I
	Worsley Lodge	G	RI	G	I	I	I
<b>Tameside</b>	Bowlacre Home	RI	RI	RI	I	I	I
	Carson House Care Centre	RI	RI	RI	I	I	I
	Oakwood Care Centre	RI	RI	RI	I	I	I
	The Vicarage Residential Care Home	I	I	I	I	I	I
	Cliffemount Community Care	G	RI	G	I	I	I
<b>Trafford</b>	Manorhey Care Centre	RI	RI	G	I	I	I
	St Mark's Care Centre	G	RI	RI	I	I	I

Latest Rating ■ G ■ RI ■ I

## % of all Homes that are Rated Inadequate in Greater Manchester, by Size of the Home



## % of Homes in Greater Manchester rated Inadequate per Month



# Lancashire and Cumbria Inadequate Homes Breakdown

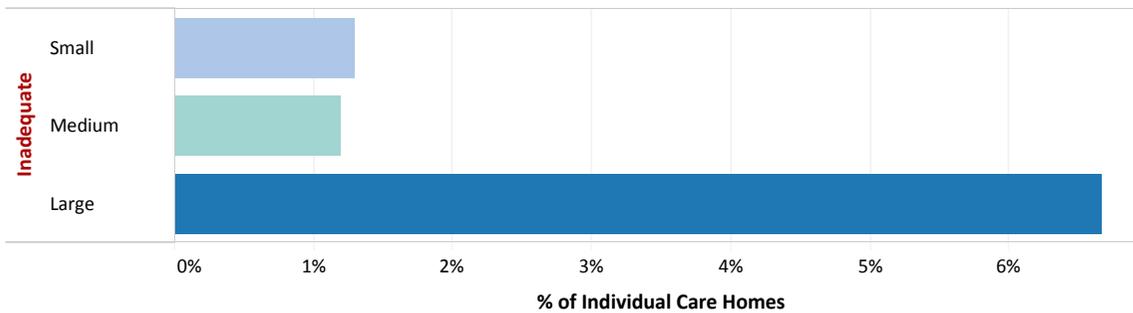
## Inadequate Care Homes in Lancashire and Cumbria in October

Graphic shows Rating for Each Key Question

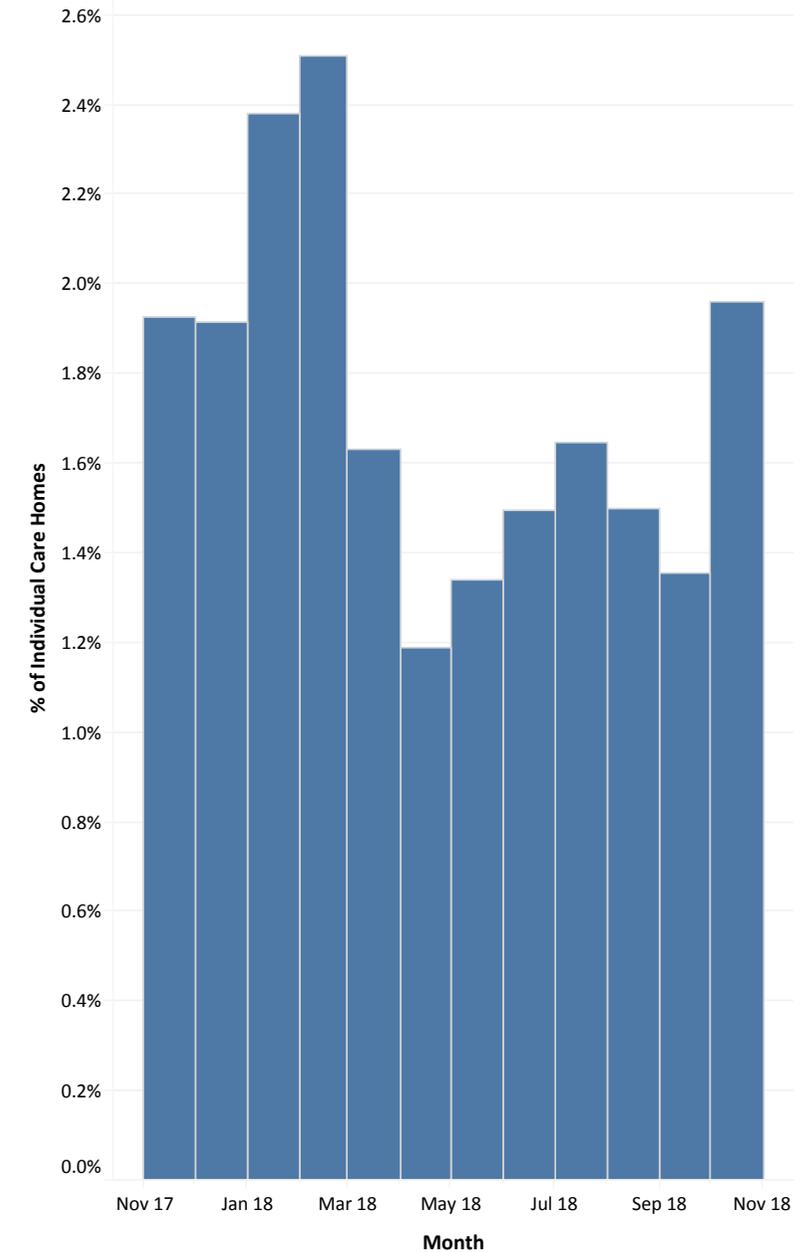
		5 Questions					Overall
		Caring	Effective	Responsive	Safe	Well-led	Overall
<b>Blackburn with ..</b>	Feng Shui House (Blackburn)	●	●	●	●	●	●
<b>Cumbria</b>	Dalton Court Care Home	●	●	●	●	●	●
<b>Lancashire</b>	Bannister Farm Cottage	●	●	●	●	●	●
	Belvedere Manor	●	●	●	●	●	●
	Chorley Lodge	●	●	●	●	●	●
	Fleetwood Nursing Home	●	●	●	●	●	●
	Longworth House	●	●	●	●	●	●
	Mather Fold House	●	●	●	●	●	●
	Mill Lodge Residential Care Home	●	●	●	●	●	●
	Preston Glades Care Home	●	●	●	●	●	●
	Sherwood Lodge	●	●	●	●	●	●
	Sutton Grange	●	●	●	●	●	●
	Withy Grove House	●	●	●	●	●	●

Latest Rating  
● G      ● RI      ● I

## % of all Homes that are Rated Inadequate in Lancs and Cumbria, by Size of the Home



## % of Homes in Lancs and Cumbria rated Inadequate per Month



# Liverpool City Region Inadequate Homes Breakdown

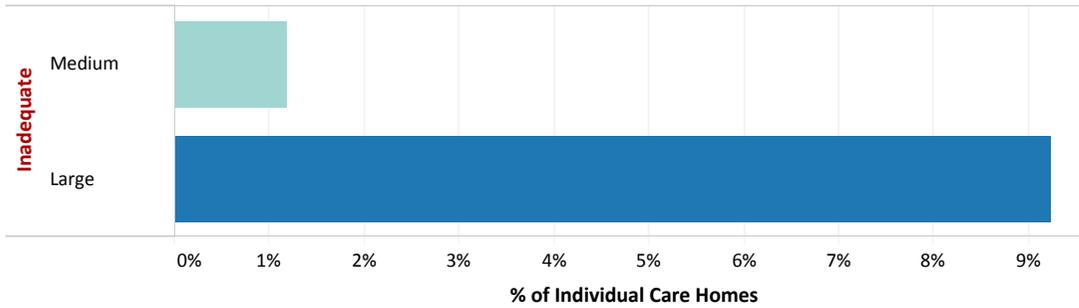
## Inadequate Care Homes in Liverpool City Region in **October**

Graphic shows Rating for Each Key Question

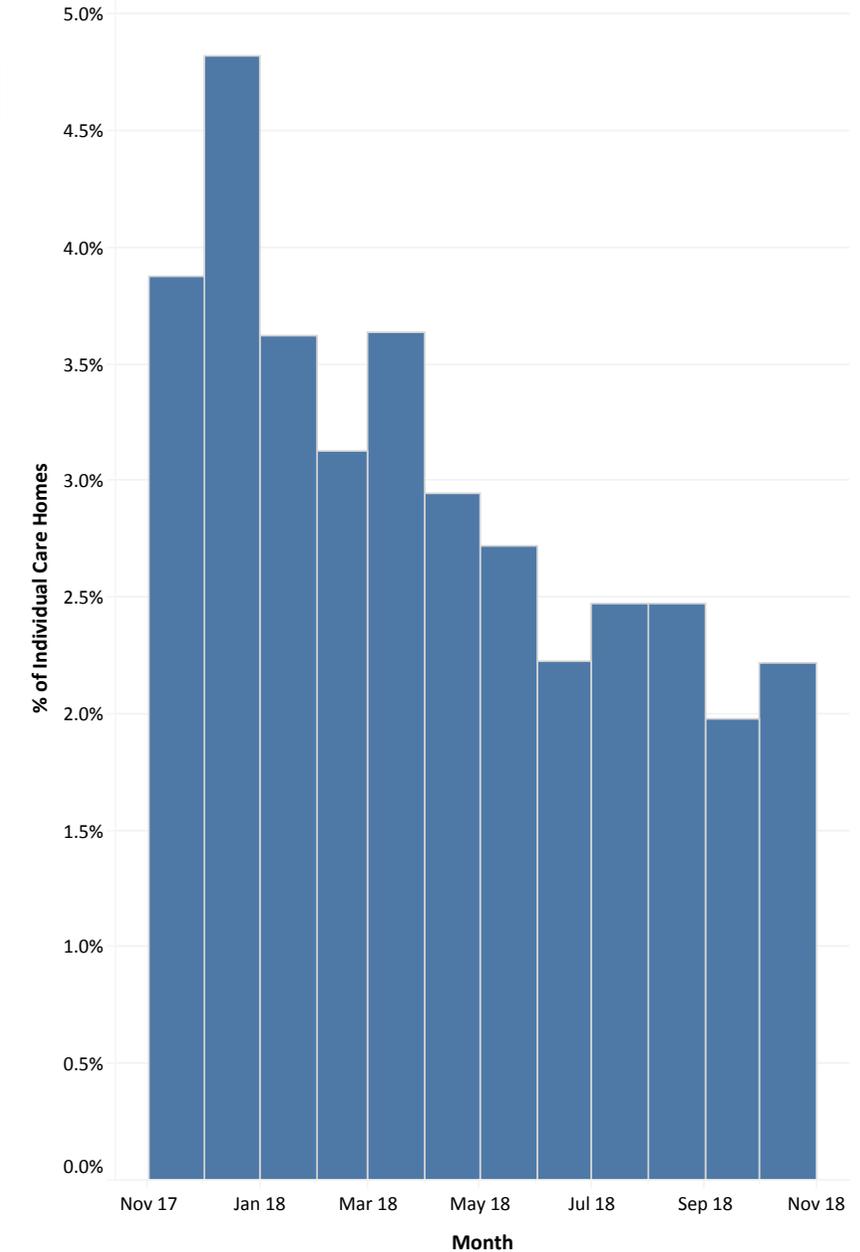
		5 Questions					Overall
		Caring	Effective	Responsive	Safe	Well-led	Overall
<b>Halton</b>	St Lukes Care Home	●	●	●	●	●	●
<b>Knowsley</b>	Arncliffe Court Care Home	●	●	●	●	●	●
<b>Liverpool</b>	James Nugent Court	●	●	●	●	●	●
	Stapely Residential and Nursing Home	●	●	●	●	●	●
	Turner Home	●	●	●	●	●	●
<b>Wirral</b>	Groveswood Residential Home	●	●	●	●	●	●
	Homecrest Care Centre	●	●	●	●	●	●
	Oakdene Residential Home	●	●	●	●	●	●
	St George's Care Homes	●	●	●	●	●	●

Latest Rating  
■ G ■ RI ■ I

## % of all Homes that are Rated Inadequate in Liverpool City Region, by Size of the Home



## % of Homes in Liverpool City Region rated Inadequate per Month



# Community Providers Summary

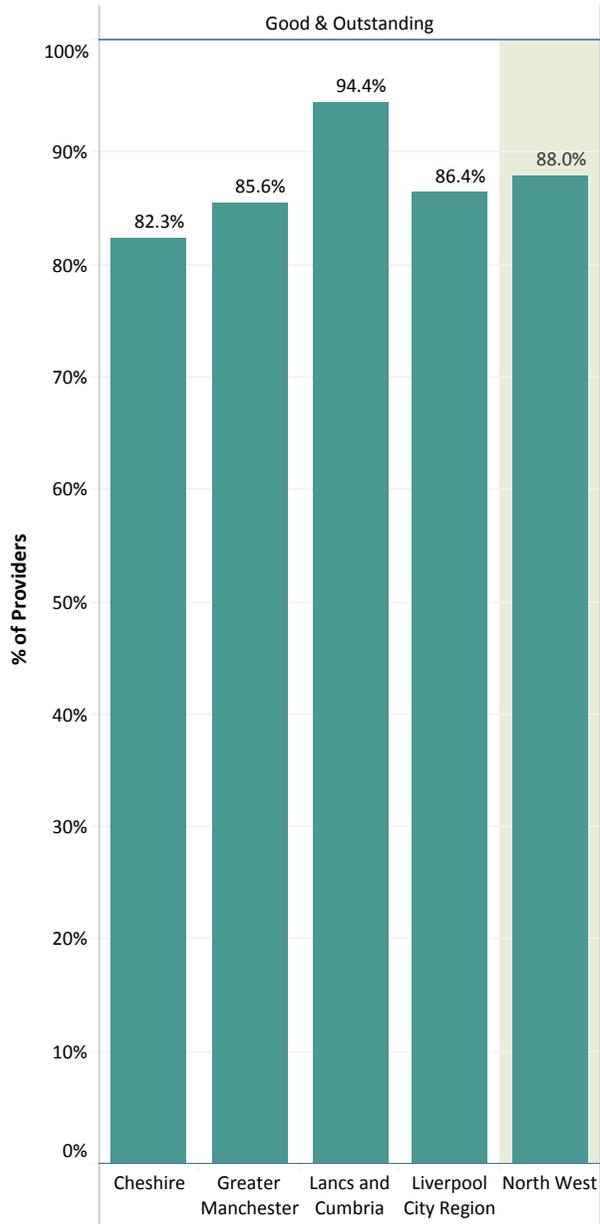
A map of the United Kingdom is shown in a light grey tone. The North West region, including Lancashire, Greater Manchester, and Merseyside, is highlighted in a dark red color. The map is positioned behind the main title text.

## Contents

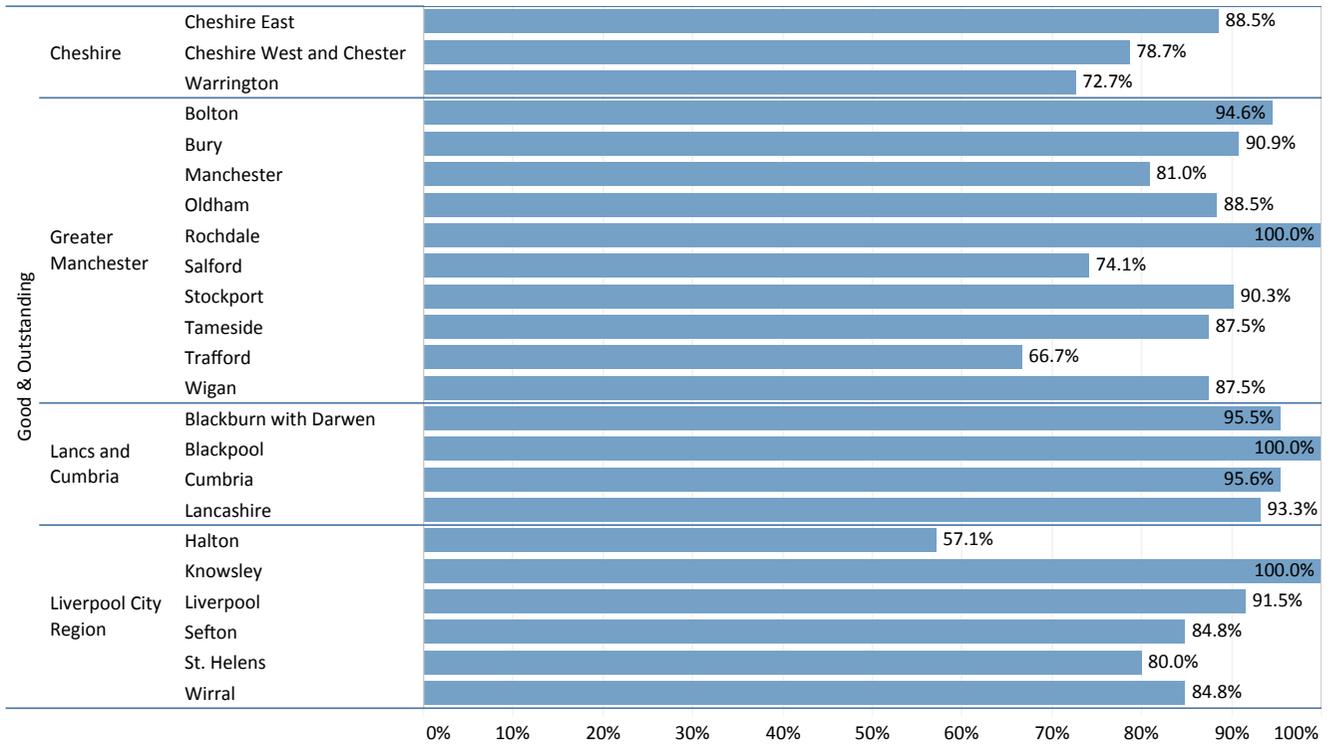
Slide 1: Region Overview with LA Breakdown

Please note that for the purpose of the following slide, this is based on the 'Location Primary Inspection Category' as '*Community Based Adult Social Care*'

**% of Community Based Providers rated 'Good' or 'Outstanding' per Sub Region: *October 2018***



**% of Community Based Providers rated 'Good' or 'Outstanding' per Local Authority: *October 2018***



**Sub Regional Quality Summary of Community Based Providers: *October 2018***



# Appendices: Provider Summary



## Background

### *Community Integrated Care*

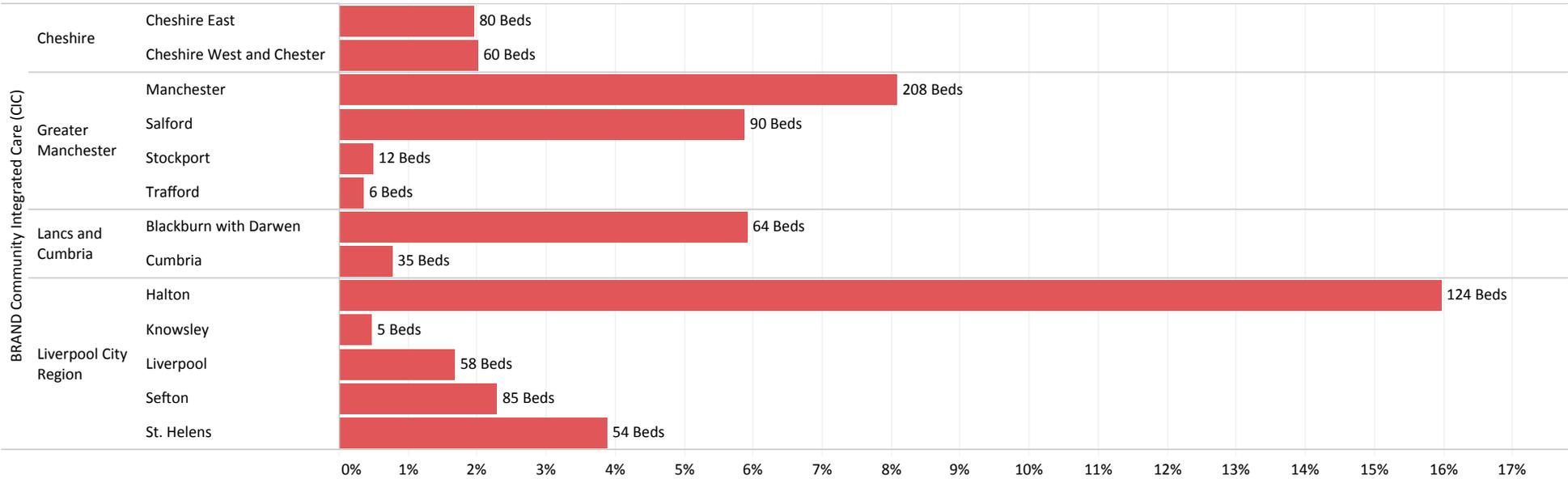
This section is subject to change each month, as this is where a specific provider/set of providers are analysed in more detail, as and when required.

In this publication the focus is on Community Integrated Care (CIC) care homes. This is because in the Market Sustainability and Oversight North West report, it was highlighted that CIC are one of our major providers, with many of our Local Authorities commissioning care with them. They have a high number of package for working age Learning Disability Service Users, as well as Older People.

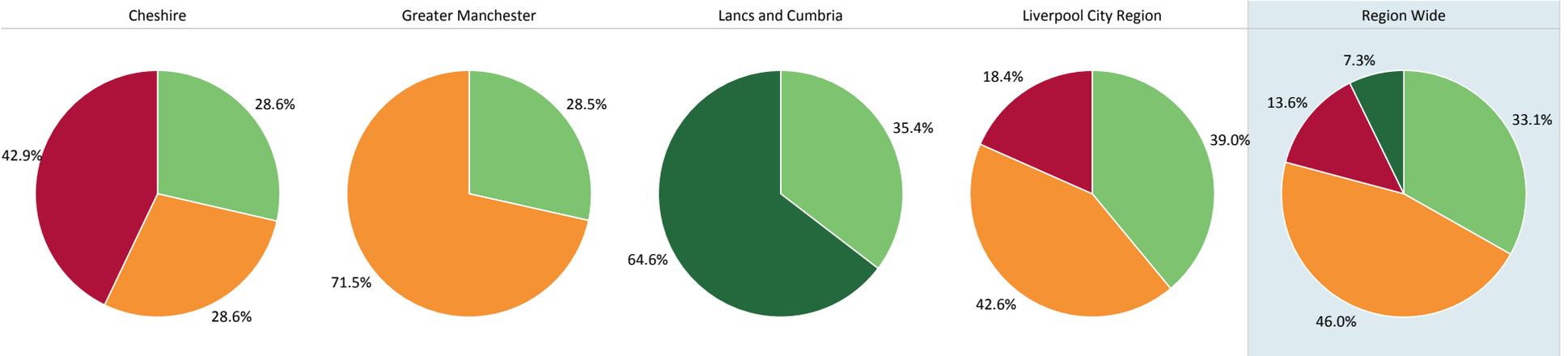
Therefore, CIC is an organisation has a big impact on the North West's overall quality ratings, the next two slides explore their data at a deeper level.

## Market Share and Number of Beds owned by CIC in the North West, per Local Authority (October)

Bar = Market Share, Label = Total Beds in LA



## CIC Care Home Ratings in the North West, per Sub Region (October)

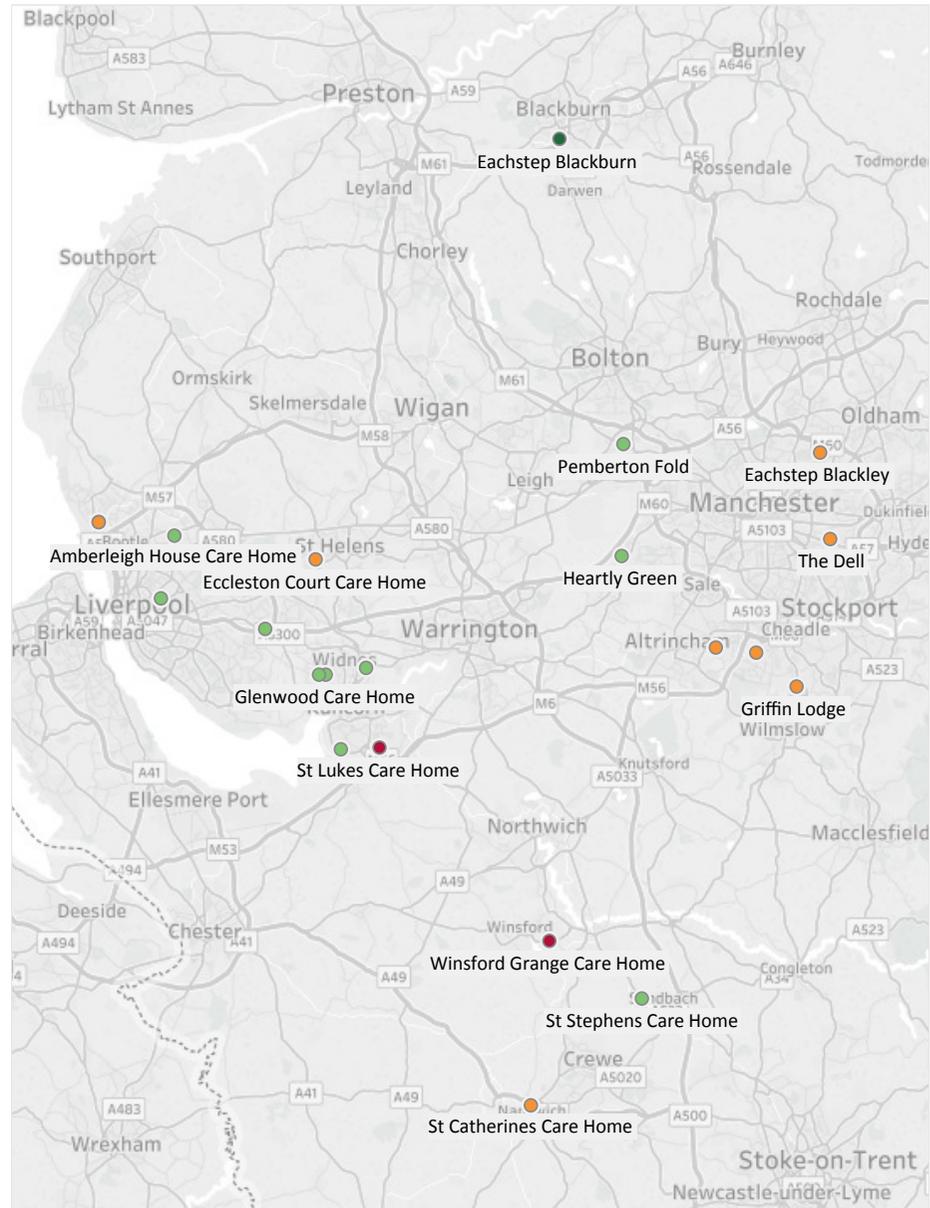


Rating: Good (Green), Requires improvement (Orange), Inadequate (Red), Outstanding (Dark Green)

## List of CIC Care Homes in the North West and their Current Rating (October)

Cheshire	St Catherines Care Home	Cheshire East	Requires improvement	 40
	St Stephens Care Home	Cheshire East	Good	 40
	Winsford Grange Care Home	Cheshire West and Chester	Inadequate	 60
Greater Manchester	Eachstep Blackley	Manchester	Requires improvement	 60
	Griffin Lodge	Stockport	Requires improvement	 12
	Heartly Green	Salford	Good	 30
	Norwood Drive	Trafford	Requires improvement	 6
	Pemberton Fold	Salford	Good	 60
	The Dell	Manchester	Requires improvement	 40
	The Peele	Manchester	Requires improvement	 108
	Allanby House	Cumbria	Good	 6
	Eachstep Blackburn	Blackburn with Darwen	Outstanding	 64
	Gatesgarth	Cumbria	Good	 5
Lancs and Cumbria	Morningside	Cumbria	Good	 5
	Norfolk Road	Cumbria	Good	 6
	Redmayne House	Cumbria	Good	 5
	Rydal Mount	Cumbria	Good	 4
	Seaview House	Cumbria	Good	 4
	Liverpool City Region	Amberleigh House Care Home	Liverpool	Good
Bankfield Road		Halton	Good	 6
Eccleston Court Care Home		St. Helens	Requires improvement	 54
Elizabeth Road Care Home		Knowsley	Good	 5
Glenwood Care Home		Halton	Good	 12
Gordon House Care Home		Liverpool	Good	 20
Green Heys Care Home		Sefton	Requires improvement	 47
Holmdale		Halton	Good	 6
Kemp Lodge Care Home		Sefton	Requires improvement	 38
St Lukes Care Home		Halton	Inadequate	 60
St Patricks Care Home		Halton	Good	 40

## Map of CIC Care Homes in the North West and their Current Rating (October)



Key  Outstanding  Good  Requires improvement  Inadequate