

Residential Care Agreement and Quality Standards Overview

1. The Agreement was negotiated with care home providers in 2012. A series of consultation meetings took place throughout 2012, which looked at the Agreement, Service Specification, Quality Standards, and Fee Levels. These were reviewed in consultation with providers and their comments and feedback were used during the development period.
2. The Contracts Team worked through the service outcomes within the Agreement to produce a set of quality standards. In addition to these standards, each care home has been independently assessed and allocated a grading which is based on environmental standards. In 2012, as part of the negotiations undertaken with providers, the number of quality standards and environmental grades were reviewed and consolidated into 10 quality standards and 3 environmental grades (listed below), which together provide a picture of the standard of care being provided in each home, and determine the fees received by the providers.
3. Quality Standards:
 - (a) Effective recruitment procedures
 - (b) Staff development requirements
 - (c) Social and leisure outcomes
 - (d) Plans of care requirements
 - (e) Nutrition
 - (f) Management of medication
 - (g) Safeguarding/Whistleblowing/DoLS
 - (h) Health and safety
 - (i) Monitoring and quality of service
 - (j) Clean and safe environment

4. Environmental grades:

Grading	Environmental Compliance Level	Number of Care Homes
Grade 1	100% compliance	8
Grade 2	75% – 99% compliance	9
Grade 3	55% - 74% compliance	1
Grade 4	Less than 55% compliance	1

5. The Quality Standards process, which forms part of the Agreement, requires two contract officers to visit all contracted care homes for older people on an annual basis between April and June to monitor the care home against the agreed quality standards. These standards along with the home's environmental grade determine the fee level for the coming year.
6. The level of quality compliance achieved by the Care Home is then graded A – C as outlined in the table below.

GRADING	QUALITY STANDARDS COMPLIANCE LEVEL
Grade A	All 10 standards fully met
Grade B	9 standards fully met
Grade C	8 standards or less fully met

7. During the consultation period, providers were also asked to complete a questionnaire on their cost breakdown, and from the financial evaluation it was determined that the formula that had been applied in the previous agreement was still financially sound to reflect the true cost of care. The formula uses the relevant agreed indices from October of each year to review the cost of care in Older Peoples Residential Care.
8. The 'National Living Wage' is considered in the annual rate review.
9. The previous agreement did not place any financial penalty on a provider if they breached the Agreement. This was reviewed and the Agreement now states *"Where a Contractor is in breach of the Agreement and a suspension of new placements has been placed upon the Care Home during the year the Price payable will be reduced to that of quality standards Grade C from the date of the breach of Agreement letter, and this Price will remain until the breach of Agreement is resolved, and the Contractor has no restrictions on taking new admissions into the Care Home"*.
10. The fee table now contains 12 permutations ranging from 1A to 4C. The numeric grade is based on the environmental standards set in 2006, with the letters A-C being the level of standards achieved. The current table of fees is seen below:

RESIDENTIAL FEE RATES FOR 2023- 2024
APPLICABLE FROM 1 APRIL 2023 – 31 MARCH 2024
(An additional £20 per bed per week will be paid for Older people with a Mental Health Problem)

GRADE	A	B	C
1	726	690	653
2	721	685	649
3	689	655	620
4	674	640	607