



Committed to continuous improvement

Care Home Excellence Programme

Join us on a journey of improvement.

We are proud to have some of the best quality care homes in the country. This reflects the hard work, care and dedication of care home managers and their staff to deliver the very best services to Bolton residents. We want to ensure this is not only maintained but continues to improve so that Bolton becomes a national exemplar of care home quality.

We see care homes as fundamental parts of the wider health and care system. We know that to improve outcomes and experience for care home residents and their families care homes need to play an active role in leading change in the system and for other health and care organisations to value their contribution.

The Care Home Excellence Programme is an initiative to improve the quality of life for people living in care homes in Bolton. It is a collaboration between Bolton Council, Bolton NHS Clinical Commissioning Group, Bolton NHS Foundation Trust, care home providers, service users and their families.

Care Home Excellence is about whole system improvement which means it is as much about the hospital, social care and the voluntary sector as it is about care homes.

Care Home Excellence wants to:

- Make care homes safer
- Send fewer care home residents to hospital
- Improve people's experience
- Create a care home market full of high-quality, resilient providers

The programme seeks to drive improvement through:

- Person centred change – doing things which have the needs of the service user at the centre
- Strong leadership – across the local authority, NHS and care home providers
- Focus on high quality
- Learning – from each other and around the country

- Collaboration and co-production – working together across organisations to make things better
- Innovation – thinking and working differently

As part of Care Home Excellence we want to reward care homes who commit to continuous improvement and adopt the improvements developed under the programme. To support this, we have developed the Care Home Excellence Reward Scheme.

Care Home Excellence Reward Scheme

The Requirements

1. Sign the Care Home Excellence Commitments

The commitments are a public declaration of your commitment to improvement and of our commitment to support you. The commitments can be found in **Appendix 1**. If you would like to be part of the reward scheme please sign and return appendix 1.

2. Submit a monthly data return

The monthly data return is a simple online system that you are required to complete every month and return to either Bolton Council (if you are a residential care home) or Bolton NHS Clinical Commissioning Group (if you are a nursing home). The returns are required to be submitted by 8th of every month with the preceding month's data.

3. Publish an annual Quality Improvement Account

The Quality Improvement Account is required to be published annually and made accessible to residents and the general public. The account is a summary of the work you have done to improve your services over the course of the year and what you intend to do in the following year. There is no prescribed format for this but as a minimum the following information is required:

- What have you done to improve the quality of care in your care home in the last 12 months?
- What do you plan to do to improve the quality of care in your care homes in the next 12 months?
- How have you involved service users and their families in your improvement work?
- How have you worked with other care homes to improve quality?
- How have you engaged with the local authority, the NHS and voluntary sector organisations to improve quality?

4. Adopt core Care Home Excellence Initiatives

As part of the care home excellence programme, care homes are working with the Council, CCG, FT and other organisations to develop new ways of working which improve the experience and outcomes for people living in care homes. Participating care homes will be required to adopt core CHE initiatives which may include adopting new models of care or a new process. Core initiatives will be designed, tested and approved with care home involvement. To be involved in testing new models please email quality@bolton.gov.uk.

Care Home Excellence Reward Scheme

The Rewards

Participating care homes will receive:

- A Care Home Excellence Payment (all participating care homes taking Local Authority placements)
- A CQUIN payment (nursing homes only)
- The Care Home Excellence continuous improvement mark
- Membership of the Care Home Excellence Network

Care Home Excellence (CHE) Payment

The first CHE Payment will be made the month following the signed commitments are returned to Bolton Council.

A payment of £10 per bed per week will be made for each person placed by the Local Authority. The payment will be made monthly.

CQUIN Payment

The first CQUIN Payment will be made the month following the signed commitments (in appendix 1) are returned to Bolton Council.

A payment of £15 per week will be made for each CHC placement made by Bolton CCG in a participating nursing home. The payment will be made monthly

Care Home Excellence Continuous Improvement Mark

The continuous improvement mark will be a logo that participating care homes can display publicly in their care homes, on their website or other communications. It is a sign that care homes are committed to continuous improvement and that they are working with Bolton Council, Bolton CCG, the Hospital, residents and the local community to improve the quality of care. It is not a judgement of quality (we leave that to CQC) but a sign of a commitment to improve.

Care Home Excellence Network

The Network will be exclusively available to participating care homes. It will focus on encouraging improvement across the system and will include two network events each year, facilitated improvement sessions and access to improvement tools.

Please note:

Rewards are subject to meeting requirements 1-4. Some or all of the rewards may be suspended if one or more of the requirements are not met.



Appendix 1

Commitments – Care Home Owner/Manager

- We will meet requirements 1-4 of the care home excellence reward scheme;
- We will continuously improve our resident's quality of life by seeking to do all we can to
 - Keep our residents healthy;
 - Make their home safer and their care harm free;
 - Keep our residents out of hospital unless absolutely necessary
 - Provide our residents with positive experiences which are mentally and physically stimulating; and,
 - Help our residents to feel part of their local community.
- We will place our residents and their carers/family at the heart of our improvement work;
- We will work closely with Bolton Council, NHS Bolton Clinical Commissioning Group, Bolton NHS Foundation Trust, other care homes, the voluntary sector and our local community to deliver better quality, person-centred services;
- We will do all we can to learn from others, seek out best practice and try new things which aid improvement in the health and social care system;
- We will attend Care Home Provider meetings and *Care Home Excellence* Network events to help us learn, improve and share;
- We will tell our residents and their families what we are doing to improve and shout about the great things our staff do to provide excellent, high-quality services.

Commitments – Bolton Council/Bolton NHS Clinical Commissioning Group

- We will reward care homes for their commitment to continuous improvement and care home excellence
- We will support care homes to improve by listening to the challenges they face and working with them to find and implement solutions
- We will do all we can to inspire and encourage innovation in the care home sector to achieve better outcomes for their residents
- We will value care homes as an important part of the health and care system and the contribution they make
- We will actively promote the care home sector in Bolton

Signed	Date
Care home owner/Manager	
Tracy Minshull - Assistant Director, Bolton Council 	
Melissa Maguinness Director of Strategic Commissioning NHS Bolton Clinical Commissioning Group/Bolton Council 	

Please scan and email to quality@bolton.gov.uk or post to Quality Assurance and Improvement Team, First Floor, Town Hall, Bolton, BL1 1RU.