

# Care Home Excellence - join the improvement journey

Bolton Council and Bolton NHS Clinical Commissioning Group want to work with you to improve the quality of life for care home residents. We have launched the Care Home Excellence Programme to improve the health, care and experience of those living in care homes. We want all homes to be part of this and are introducing the **Care Home Excellence Reward Scheme** to recognise and reward those homes who work with us to achieve the outcomes of Care Home Excellence.

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.

Care Home Excellence is a collaboration between Bolton Council, Bolton NHS Clinical Commissioning Group, Bolton NHS Foundation Trust, care home providers, service users and their families.

Together we aim 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 that 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 – 2017/18**

### **The Requirements**

#### **1. Sign the Care Home Excellence Commitments**

The commitments are a public declaration by you to improvement and by us to support you. The commitments can be found in **Appendix 1**. Please sign and return by **5pm 31<sup>st</sup> March 2017** if you wish to be part of the reward scheme

#### **2. Submit a monthly data return**

The monthly data return is a simple spreadsheet that you are required to complete every month and return to either Bolton Council (if you are a residential care home) or NHS Bolton Clinical Commissioning Group (if you are a nursing home). The first return will be required for the first month following sign-up. For most this will be a return for April 2017 due for return by 5th May 2017. For nursing homes please continue to submit this return as you have previously to [chc.gmcsu@nhs.net](mailto:chc.gmcsu@nhs.net). Residential care homes should submit their data returns to [quality@bolton.gov.uk](mailto:quality@bolton.gov.uk). A copy of the return and guidance will be sent to you on sign-up and support will be offered to care homes to help with completion.

#### **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 engaged with the local authority, the NHS and voluntary sector organisations to improve quality?

Your first Quality Improvement Account will be required to be submitted by **30<sup>th</sup> November 2017**. A template and guidance will be made available at a later date to support you with this. Support will be available to help you do this.

#### **4. Adopt Core Care Home Excellence Initiatives**

As part of the care home excellence programme, care homes are working with the Council, NHS Bolton CCG, NHS Bolton Foundation Trust 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 Care Home Excellence initiatives which may include implementing 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](mailto:quality@bolton.gov.uk) .

For homes taking CHC placements this will include participation in a system wide CQUIN scheme to support safe and proactive discharge from secondary care. Specific details regarding this scheme will be included in the quality schedule of the NHS Standard Contract.

## **The Rewards**

Participating care homes will receive:

- A Care Home Excellence Payment (all participating care homes taking Bolton Council funded placements)
- A CQUIN payment (all participating nursing homes taking Bolton CCG CHC placements)
- The Care Home Excellence continuous improvement mark
- Membership of the Care Home Excellence Network

### **Care Home Excellence (CHE) Payment – Bolton Council**

The first CHE Payment will not be made until the signed commitments (in appendix 1) are returned to Bolton Council.

A payment of £10 per week will be added to the standard fee paid by Bolton Council. The payment will be made in the regular 4/5 weekly pay run.

### **CQUIN Payment – Clinical Commissioning Group**

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, Royal Bolton Hospital, residents and the local community to improve the quality of care. It is not a judgement of quality 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, a quarterly newsletter, 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.

## Care Home Excellence Reward Scheme 2017/18

<b>Name of Care Home</b>	
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### Commitments – Care Home Owner/Manager

- We will meet requirements 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 free from harm;
  - 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 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 ensure care homes are valued as an important part of the health and care system
- We will work to actively promote a high quality care home sector in Bolton

Signed	Print name	Date
Care home owner/Manager		
Assistant Director Bolton Council		
Chief Nurse NHS Bolton CCG		

Please scan and email to [contractsteam@bolton.gov.uk](mailto:contractsteam@bolton.gov.uk) or post to Contract and Commissioning Team, First Floor, Town Hall, Bolton, BL1 1RU