

Monitoring Arrangements in place for OSJ services

Oxfordshire Clinical Commissioning Group will be commissioning Intermediate Care beds from the Order of St John when they open their new care home on the Townlands campus. The beds are being purchased by Oxfordshire Clinical Commissioning Group under the existing Oxfordshire County Council contract arrangements for Order of St John Homes across Oxfordshire, not via a separate contract. The new Care home at Townlands Chilterns Court Care Centre will therefore be subject to the same monitoring requirements as all OSJ care home in the county. The following table summarises the approach to monitoring undertaken by the Order of St John and Oxfordshire County Council (OCC).

Services Provided	Order of St John Care Home-		Undertaken by:
	Monitoring undertaken	Approach	
Intermediate Care bed: 'step up' from RACU & 'step down' from acute care	Monthly review of regular internal audits to proactively monitor & detect any practices which may require improvements in a continuous improvement process	<ul style="list-style-type: none"> Audits undertaken regularly to include medication audits, infection control audits, care plan audits, reviews of incidents eg falls, pressure ulcer etc. 	Order of St John
	Monthly Key Performance Indicator monitoring	<p>Monthly review and action plans developed where any concerns are identified. KPIs cover:</p> <ul style="list-style-type: none"> Referral date/time/source/was sufficient referral info received? Referral outcome – accepted(date & time)/declined (reason) Admission date & time, reason for admission , where they have come from Assessment date/time and Intended outcome Risk assessment/care plan turnaround times No of GP inputs/number type of home staff/therapists inputs & immediate outcomes, goals achieved yes/no? Care needs on discharge/discharge date/time Discharge delays & reasons Discharge destination 	Order of St John and submitted to the Council to allow comparative monitoring with other ICBs
	On-going Patient feedback- questionnaires are provided in care home and patients encouraged to post back to independent carehome.co.uk website. Reviews are then independently verified by carehome.co.uk.	<ul style="list-style-type: none"> OSJ are notified of review publications by carehome.co.uk & make individual responses to any negative feedback OSJ collate themes & trends (good & bad) of feedback for regular review by home manager OSJ Monthly review of overall ratings 	Order of St John
	6 monthly - individual home report/review of incidents	<ul style="list-style-type: none"> Review & identification of longer term risks and implementation of actions required to mitigate 	Order of St John
	6 monthly Care Home contract review meeting	<ul style="list-style-type: none"> Formal review of Quality & contract monitoring schedule focusing on contract performance and involving multidisciplinary partners 	Oxfordshire County Council
	Annual audit - Service level 2 day audit utilising a tool developed in line with CQC Fundamental Standards (April 2015)	<ul style="list-style-type: none"> Observation/care planning review, & employee interviews. Scope includes support services eg catering, housekeeping and maintenance services. Resulting report and associated action plan agreed as needed. 	Order of St John
	OCC monitoring review	<p>Review undertaken by OCC to assess the quality of service in the whole home, including the intermediate care beds. This systematic quality review process involves the analysis of services provided by the organisation / provider by completing visits to services provided, observation and discussions with people using or connected to the organisation / provider and through the gathering of feedback from others such as professionals involved and in contact with service users outside of the organisation. Feedback is gathered and collated on an ongoing basis and is monitored by Oxfordshire County Council. Based on this feedback the Council undertakes a monitoring visit to the home, usually on an annual basis although this can be more frequent if deemed necessary.</p> <p>The monitoring process includes observation of paperwork, systems, processes and procedures used by the organisation / provider to deliver a quality service at a local and organisational level. The review looks at:</p> <ul style="list-style-type: none"> leadership and management; staffing levels & recruitment; staff skills and training; approach to personalisation; care plans & risk assessments; health & safety; safeguarding; service quality & quality assurance; user views & involvement; and partnership working. <p>Each area is then RAG rated and actions agreed for any areas of concern. Action plans are followed up and reviewed between Oxfordshire County Council and the Order of St John</p>	Oxfordshire County Council
	External inspection	<ul style="list-style-type: none"> CQC undertake ongoing information gathering and inspect care homes using a risk based approach. 	Care Quality Commission