

Introduction

- The Care Act 2014 sets out how care and support in England should be provided to adults with care needs, including older people, and how it is paid for. It supports the personalisation of care services, putting the person at the centre of the process
- A care home is a place where both personal care and accommodation are given. People who are not able to look after themselves independently in their own home can receive care and support.
- Care homes must meet fundamental standards of care and guidance set out by the regulator Care Quality Commission (CQC). Each resident has a care plan based on their assessed needs and preferences

Local Provision

St Vincent (CQC = Good)

92 beds (40 Local Authority Beds; 30 Health Beds; 22 Private Beds)

Farm Lane (CQC = Require Improvement)

66 beds (28 Local Authority Beds; 11 Health Beds; 21 Interim Health Beds; 6 Private Beds)

Nazareth House (CQC = Good)

70 beds (currently reduced to 65 due to refurbishment – all private)

Chiswick Nursing Centre (CNC) (CQC = Good)

146 beds (all private)

KYN Hurlingham (CQC = Not inspected)

32 beds (all private)



Residents “Out of Borough”

- Residents can be placed outside of H&F boundaries though most of the out of borough placements are within North-West London or other London boroughs. When this happens, due diligence through double checking with CQC and our colleagues in the hosting Local Authority as to the quality of the care home is done to ensure that residents obtain high quality care.
- Out of all the 230 residents that were in a care home between June 2023 – May 2024:
 - 89 were classified as new placements and of these
 - 53 residents moved into one of the care homes in Hammersmith & Fulham,
 - 31 moved to homes in other London boroughs (18 in Northwest London)
 - 5 residents moved outside London

Quality Assurance

H&F older peoples care homes engage with the Local Authority and are monitored regularly in a variety of ways:

- Monthly Joint Operational Groups (JOG's)
- Announced and unannounced schedule of visits
- Healthwatch Enter and Views
- Desktop reporting (i.e. updated policy and procedures)
- Training schedules, attendance, understanding and implemented learning
- Checking CQC status, reports/action plans
- Twice monthly check-ins
- Infection Prevention and Control Lead for checks, guidance and workshops
- Capacity Tracker
- Resident and loved one's surveys
- Key Performance Indicators

Continuous Improvement

The Council works with our care homes to raise standards and improve quality in a variety of ways including ensuring:

- They employ staff and managers with the right time, skills and experience to do their jobs.
- Buildings, rooms and bathrooms are clean
- Adherence to Infection Prevention Control (IPC), with IPC Champions in the care homes
- Provide a wide range of activities for residents at the care home and outside.
- Have good quality food choices and options about where to eat meals
- Are Dementia Aware and have Dementia Friendly Champions

Resident Choice

- Resident's choice (where possible) will be taken into account when placing in a care home. This can mean being placed out of Borough (for example to be closer to relatives).
- Hammersmith & Fulham however, does not place residents with care homes that are rated below "Good" by CQC.
- The exception being where the resident and family insist upon using a particular care home with below "Good" rating. In such cases the resident and family are provided with all the necessary information to ensure they understand the risk before making an informed decision.