

Agincare

Caring in your community

Annual Report on Quality 2018-2019

Quality Improvement was high on the agenda in 2018/19 being another year of looking at how we can develop and improve our governance systems and processes to continue to provide high quality, safe care.

This review of quality is based on regulatory and internal compliance, feedback from our customers, lessons learned and management of safety incidents.

Our values underpin all that we do and reflect what we at Agincare value in our daily work; working for continuous improvement, always trying to understand what we do and how we can do it better
Raina Summerson CEO

V - value our customers and fellow employees

A - Achieve our goals and aspirations

L - Learn and encourage a culture of knowledge, expertise and accountability

U - understand our business, our customers and fellow employees

E - Excel in everything we do

Good governance is central to Agincare's Quality Management approach which makes everyone accountable for provision of a service that upholds our values and mission

to provide a range of high-quality community care services nationally; a company that people want to work for, that people want to receive care from and that commissioners want to work with

AGINCARE'S QUALITY FRAMEWORK

The assurance of quality is fundamental to all the work undertaken by the Organisation. Quality and good governance do not work in isolation; general 'good' governance ensures Agincare monitors use of day to day systems and processes as part of its overarching toolkit of quality performance measures to enhance the well-being of people using the services. Clinical governance is part of that overarching toolkit and Agincare services ensure that everything that is done in relation to the personal, physical, emotional and social care it provides is done with the aim of improving the experience of people using the service.

Agincare's Quality Management Framework consists of a number of internal and external audit processes most of which start with a series of checklists for simple data collection ready for analysis. These audits include a range of tools for monitoring staff recruitment and

training, safety incidents, complaints, nutrition, infection prevention and control, tissue viability and medication. Once data is collected analysis can begin; managers of services examine the data to identify patterns and trends from which to implement improvement plans. The premise of any care/quality governance system being that effective management of risk and care processes can support good outcomes for people using services.

GOVERNANCE

Agincare's success has always been attributable to a firm commitment to quality throughout its operations to ensure that quality care is delivered to the highest standard always. A rigorous quality performance system is embedded throughout Agincare and is used to perform thorough monthly audits, quarterly Quality Management audits and annual surveys. We always monitor and inspect the services against the fundamental standards to ensure that best practise becomes standard.

In 2018/2019 as well as individual audits carried out at service level, Agincare's governance processes have been reviewed through.

- ✓ Annual Quality Management Committee (November 2018) - for the effective planning, implementation, reporting and review of all quality audits, agreeing corrective and preventative actions and liaison with external regulators on quality matters
- ✓ Policy Review meetings (Monthly)– discussing national best practice initiatives and change, legislative changes and effectiveness of internal governance arrangements
- ✓ Senior Operations meetings (Quarterly)– senior management teams meet to share good practice, discuss learning as well as business opportunities and developments in services and the effectiveness of governance systems in services
- ✓ Registered Managers meetings (Quarterly) – a platform for managers to come together to share good practice, discuss improvement and reflect on lessons learned across the business and the effectiveness of governance systems locally
- ✓ External provider forums – service managers engage with local health and social care organisations to learn of new developments, initiatives, involvement and engagement opportunities and to share lessons learned in ways of collaborative and partnership working and sharing that learning with policy review group members to influence improvements
- ✓ Incident review (May to Oct 2018, Nov to April 2019) – a report of safety incidents across the three Agincare companies presented to the senior management teams to influence change and improvement and highlight where lessons can be/have been learned.

HOW WE DID LAST YEAR

- Improved customer satisfaction

The 2019 surveys are in but not yet compiled for AUK and AHH.

AUK customer satisfaction in 2018 was at 92%, an increase of 15% since 2017

AHH satisfaction levels were recorded as 96% which was up 0.5% from 2017

For Live in Care Services which began in 2018 the first result is a positive benchmark from which to continue to develop with the 3 services achieving the following levels of satisfaction

- ✓ Central – 90%
- ✓ SE – 84%
- ✓ SW – 89%

- Improved accessibility of information

Accessible information policy introduced in July 2018 and embedded in practice over the period 2018/19 with evidence of good practice in services who are providing information in alternative formats where needed

Launched a new website making navigation easier and more accessible for customers

Provided two additional information leaflets for people who use services and their families; one entitled 'How we keep your information safe' supplementing the data protection and GDPR information and one called 'Fraud and Cybercrime awareness' to support people to stay safe in their homes and on line

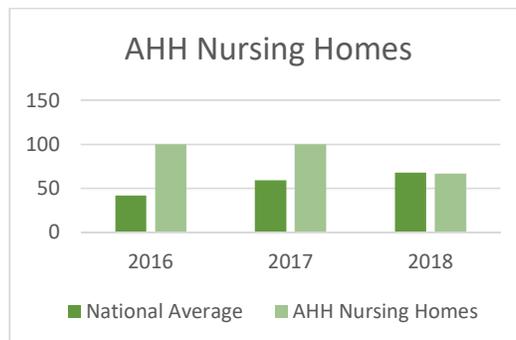
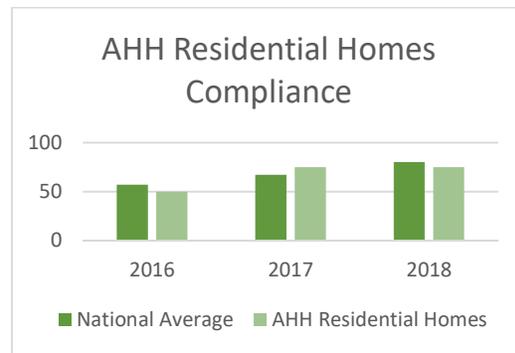
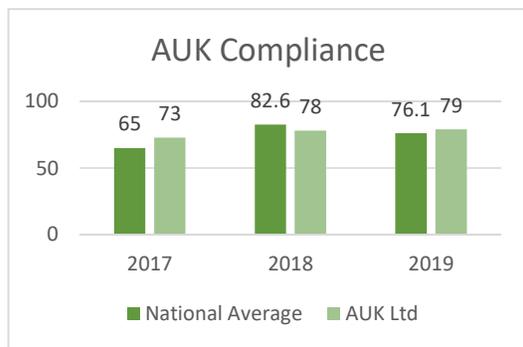
- Met the GDPR requirements

Agincare Group Ltd and Agincare Homes Holdings Ltd completed the NHS Digital Data Protection and Security Toolkit for 2018/19 and the published report on 31st March shows the standards as met. (NB: the requirement for compliance was to achieve 'Entry Level' confirmation but Agincare exceeded this meeting the standards.

- Achieved ISO 9001: accreditation for the 9th year running and upgraded to the BS EN ISO 9001: 2015 standards
- Revision of the management structure creating Agincare Head Office Services Ltd as the backbone of all Agincare regulated services and companies providing management support functions to aid and endorse the principles of Quality and Good Governance.
- Agincare companies also achieved some significant growth and key changes in the last year which are detailed in [Business Plan](#) and for which quality and good governance are key

CQC RATINGS

The following charts show CQC compliance for AUK Ltd and AHH Ltd charting the rating of 'Good' against the National average as detailed in CQCs State of Care reports from 2017. CQC state of Care report separates residential and Nursing Homes, for 2016/17 Chalgrove was rated as Good therefore 100%, by 2018 Fulford and Tilford Nursing Homes compliance figures were added.



Live in Care services were restructured in 2018 and now comprise of three distinct, registered live in care companies. To date Live in Care (South West) Ltd and Live in Care (South East) Ltd have been inspected achieving 100% 'Good' rating across all 5 KLOE.

A CQC rating of OUTSTANDING was awarded under 6 of the KLOE headings, 3 services were judged as outstanding under the KLOE for being CARING, one for responsive and 2 for being WELL-LED. All Agincare services CQC ratings can be found [here](#)

CONTINUOUS IMPROVEMENT

Agincare sees quality and safety as part of the same continuum; internal quality monitoring provides the organisation, the board, external stakeholders and regulators with reassurance on governance, risk management, control and effectiveness in achieving agreed objectives. Agincare's Quality Lead with the support of the Policy Review Group and feedback from Senior Operations teams and Managers ensures that the organisation has in place appropriate internal governance systems and processes in order to deliver safe, effective and quality care.

Internal quality monitoring also has a role in advising on and improving governance systems and processes and we realise that we can't simply focus on quality and safety as a

continuum for dealing with daily dilemmas but that we need to continually look to ways to improve the experience of people using the service. If quality and safety was a 'thing', a 'process' that could be put in place it would be simple but we realise that when working with the diversity, individuality and distinct nature of *people* with a wealth of experience, abilities and strengths, quality must be considered as a moveable feast.

Planned and ongoing improvements include:

- ✓ Electronic Care management systems being introduced into Care Homes and Agincare Support Group will enable a more flexible approach to care management enabling a focus on individual outcomes and real-time analysis of care and support needs
- ✓ Use of survey monkey and other electronic platforms will enable quicker, more responsive feedback than previous postal surveys
- ✓ Internal care/clinical governance processes are under review to improve reporting, accountability and to measure success as well as to facilitate enhanced learning from when things go wrong.