Healthcare in Care Homes

Care Quality Commission’s special review of how well health care is given to those in care homes

Care Quality Commission – the organisation that checks services meet the government’s standards about care for all health and social care services in England.

About this paper

- The aim of this review was to look at how well the health care needs of people living in care homes is being met.
• We also checked patient’s rights to access NHS services, for example, GP’s.

• CQC looked at how care homes were commissioned (the buying of services for local people) as well as run.

• These findings have been taken from a small sample of care homes. What we have found is not the same in all care homes.

• We interviewed, or saw care being given to, 386 people in 81 care homes in January and February.
**What we found**

**Involvement and information**

- Most care homes had a policy about **consent** (when you agree that it is OK for someone else to do something for you).

- Most care homes gave staff training about sharing people’s personal information.

- Not all people living in care homes felt staff ask them if they can share information about them first.

- Half of homes did not give people who live there information about which health care services are paid for.

- Where people were sent to health care professionals, most people thought this was right.
We found some difference in the services run by GPs and who pays for them.

**Personalised care, treatment and support**

- Most homes had person centred care planning but some did not listen to the views of the person’s family or carer.
- Most people who live in care homes felt staff talked with them about their health care needs.
- Only just over half of people who live in care homes knew they had a care plan.
- Some people who live in care homes felt they did not have a choice of male or female staff to help them with the toilet.
- Over half of homes said they allow people who live there to take their own medicines.

- Most homes gave people who live there information on **continence** (the ability to control when you need to use the toilet) care.

- Some people felt they were not given a choice about how their continence care was looked after.

**Safeguarding and safety**

- Just over half the homes had decisions in place for people who cannot make them themselves.

- Most homes said they record when mistakes are made with medicines and learn from these.
| **Some homes said that getting medicines to people on time was sometimes a problem.** |
|**Suitability of staffing** |
| • Training for staff was offered in most care homes. |
| • Most staff felt confident that they understand the health care needs to people living in the care homes and how they can help them. |
|**Next steps** |
| • This review will help us make the way we do inspections better in the future. |