

Level	Tier	Scope
Service	County, Unitary	Care Services

## Collaboration with care providers



**Characteristic(s) / CSF(s):**  
**Managing Expenditure**

### Problem and Approach

- Below national and regional averages for residential, nursing and domiciliary care.
- The numbers of people permanently entering residential and nursing care was significantly above national and regional averages.
- A new quality assurance framework and method were introduced. This includes, for instance, a simple “professionals feedback form” that is completed by any professional visiting a care home for any reason.
- This includes appearance of residents; quality of the physical environment; the observed quality of interaction between staff and residents; and the apparent level of staffing available. This enables the quality and commissioning teams to give targeted support as soon as it's needed.

### Outcomes

- The provider and commissioners co-designed a 10 day programme for registered managers which includes 5 classroom days that cover a range of topics.
- Permanent admissions into residential care reduced by over 60 per cent
- Delayed transfers of care across the system reduced by over 55 per cent
- The integrated commissioning team worked with local care providers to co-produce a market position statement, communicating a clear, shared, vision for the future.

<https://www.local.gov.uk/collaboration-care-providers-improving-quality-through-relationships-0>



The public sector transformation partner