

Enhancing Care Sector Resilience

Risk Management, Compliance & Turnaround Strategies



Lucy Corner – Managing Director



Charlie Light – Operations Manager

Overview and Key goals

- **Introduction to identifying declining quality care in social care.**
- **The importance of structured monitoring and data-driven decisions.**
- **Risk framework documents.**
- **Role of technology.**
- **Digital records and automation.**
- **AI and data analytics.**
- **Stakeholder collaboration**
- **Conclusion and final thoughts.**



Introduction to identifying declining quality care in social care

A structured approach to improving operational efficiency, financial stability, and resident care



- **Ensuring resident safety and well-being.**
- **Maintaining occupancy.**
- **Regulatory compliance and avoiding enforcement action.**
- **Financial viability and sustainability.**
- **Staff retention and morale.**
- **Reputation and trust among stakeholders.**



Introduction to identifying declining quality care in social care

A structured approach to improving operational efficiency, financial stability, and resident care

Clinical warning signs:

- **Weight loss and Malnutrition:** Significant changes in residents' weight, inadequate meal planning, and hydration concerns.
- **Pressure ulcers and skin integrity issues:** Lack of repositioning, poor hygiene, and missed wound care treatments.
- **Frequent falls and injuries:** Inadequate supervision, poor mobility support, or unsafe environments.
- **Increase in infections:** Higher rates of UTIs, respiratory infections, or cross-contamination due to poor hygiene protocols.

Resident well-being and engagement Indicators:

- **Low participation in social activities, signs of depression or isolation, and increased complaints from residents and families.**
- **Unresolved safeguarding concerns, including reports of neglect, verbal or physical abuse, or breaches in dignity and respect.**

Staff & workforce indicators:

- **High turnover and absenteeism, reliance on agency staff, and staff complaints about workload, stress, or lack of training.**
- **Non-compliance with mandatory training requirements or skill deficiencies affecting care quality.**
- **Staff behaviours, toxic workplaces and staff competencies.**



Introduction to Identifying Declining Quality Care in Social Care

A structured approach to improving operational efficiency, financial stability, and resident care

Operational & Financial Warning Signs:

- **Declining Occupancy Rates: A sudden drop in resident numbers can indicate service quality concerns or reputational damage. Other homes opening. Types of care in the market. Relationships. Managers going home early missing referrals.**
(Quick fixes) – On-Call referral process, Coaching for Managers on marketing of the home. Relationships with key people for discharges.
- **Delayed Payments & Financial Losses: A rising level of bad debt, failure to pay suppliers, or growing reliance on emergency funding. Why- change of admin staff, not chasing/ changes/ funding changes switching NHS- LA.**
(Quick fixes) – FNC 7 year claims, Debt used as a KPI, Regular review and negotiations with suppliers.
- **Regulatory Compliance Failures: Repeated poor inspection reports, failure to meet safeguarding standards, or enforcement actions.**
(Quick fixes) – Have a clear communication lead who is skilled at information governance who monitors data shared with external parties. Clear action plans for areas of poor compliance.
- **Increase in Complaints & Legal Issues: Escalation in unresolved complaints, safeguarding investigations, or legal claims against the service.**
(Quick fixes) Risk Management Meetings to review all areas of issues that could potentially turn legal.



The Importance of Structured Monitoring & Data-Driven Decisions

- **Using Key Performance Indicators (KPIs) for early detection**
- **Missed KPI's.**
- **Risk management and governance frameworks.**
- **Digitalisation and technology-driven care monitoring.**
- **Leadership accountability and continuous improvement**
- **Independent monitoring**
- **Operational/Quality validation.**
- **Acting on data.**
- **Structured evidence on the 34 quality statements**



Role of Technology

Digital Records & Automation

Electronic Care Records (ECRs):

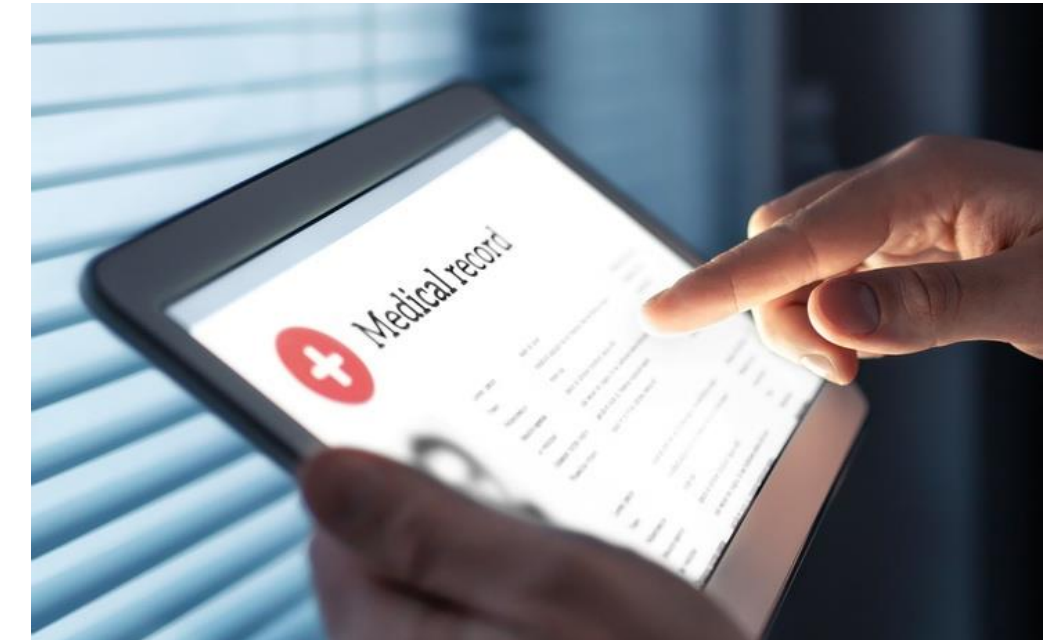
- Streamlining documentation and reducing administrative burdens.
- Real-time access to care plans and medical history.
- Enhancing data accuracy and reducing errors.

Medication Management:

- E-prescribing and automated medication administration records (eMAR).
- Reducing medication errors and improving safety.
- Integration with pharmacy systems for seamless updates.

Remote Monitoring:

- Wearable technology and IoT devices for real-time health tracking.
- Reducing hospital admissions through early intervention.
- Improving staff efficiency by enabling proactive care.



IOT stands for “internet of things” and refers to “Smart internet connected gadgets that collect and transmit health-related data in real time” such as smartwatches, fitness trackers, smart medical devices (such as glucose monitors or ECG sensors)



Role of Technology

AI and Data Analytics and Compliance Software

AI & Data Analytics:

Predictive insights for operational improvement:

- **AI-driven forecasting to predict staffing needs and reduce turnover.**
- **Analysing patterns in resident health data to anticipate care need.**
- **Risks against benefits.**



Compliance Software:

Assisting regulatory adherence:

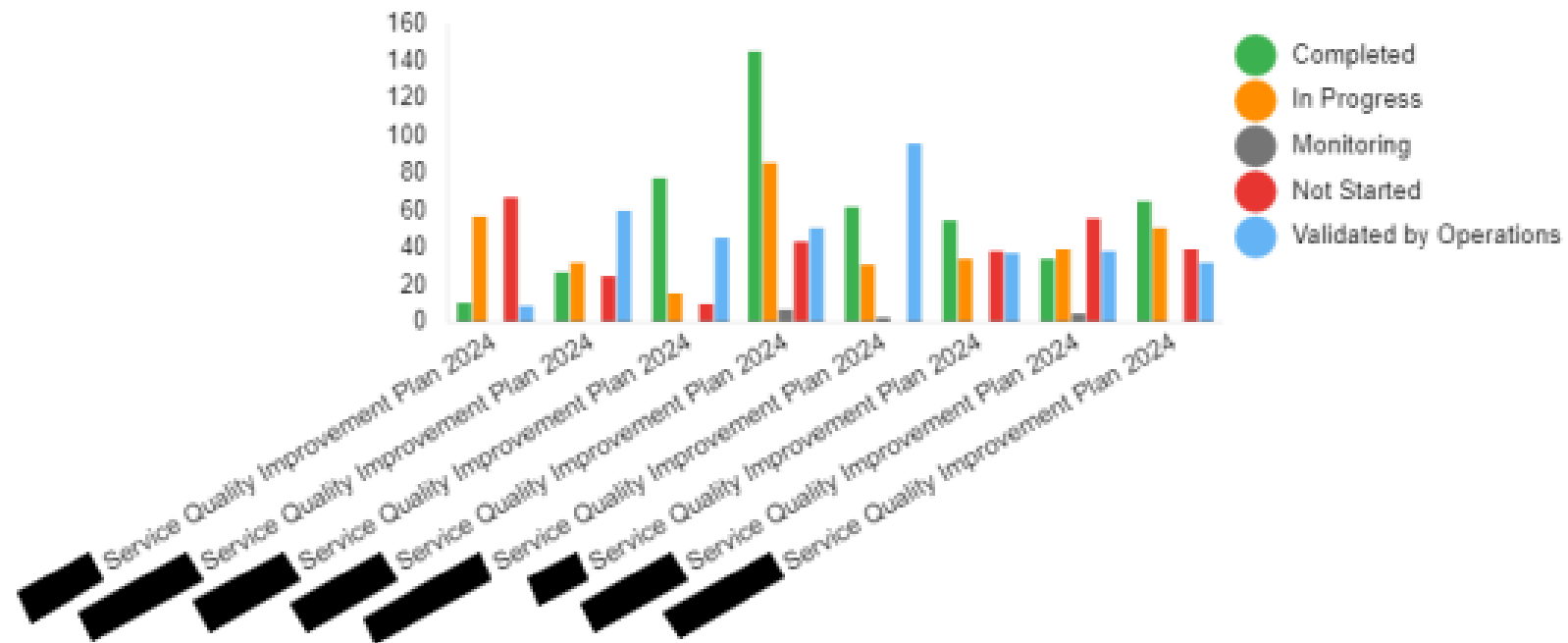
- **Automated audits and digital compliance checklists.**
- **Real-time alerts for non-compliance issues.**
- **Data-driven reporting.**
- **Reducing paperwork while maintaining high-quality care standards.**



AI and Data Analytics and Compliance Reporting

	Beds	Occup.	%	Assessments
█	18	16	89%	None
█	23	21	91%	x1
█	40	39	98%	None
█	43	42	98%	None
█	41	33	80%	None
█	47	43	91%	None
█	64	42	66%	None
█	44	40	91%	None
	320	276	86%	
		44	vacant beds	

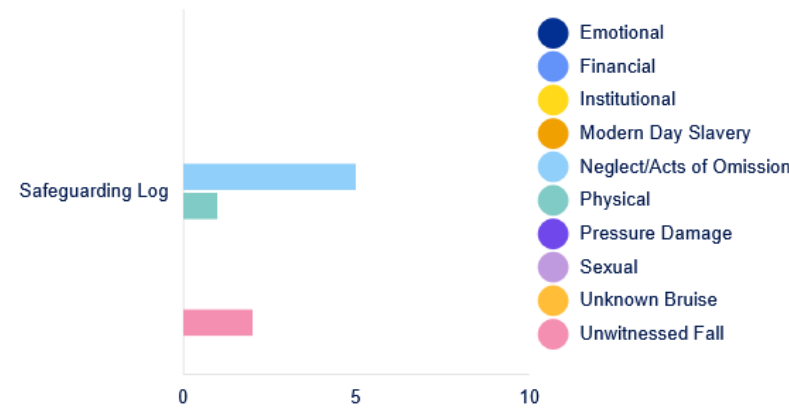
Overall Percentage of Actions - All Homes



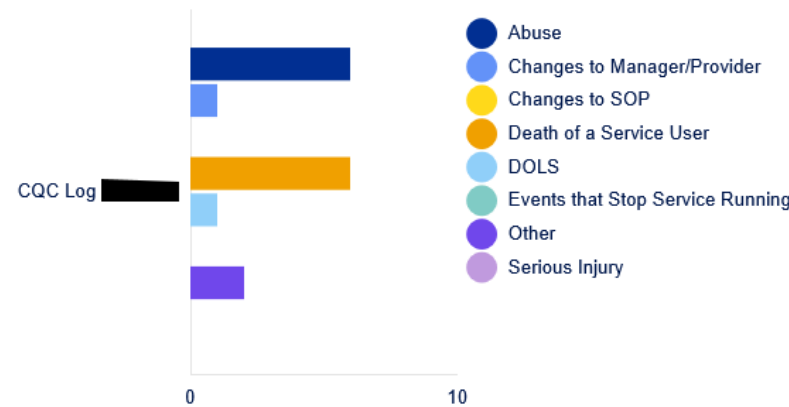
Training Stats

Home Name	█
Percentage Complete	85%
Movement This week	▼
Home Name	█
Percentage Complete	97%
Movement This week	▲
Home Name	█
Percentage Complete	89%
Movement This week	▲
Home Name	█
Percentage Complete	98%
Movement This week	▬
Home Name	█
Percentage Complete	87%
Movement This week	▲
Home Name	█
Percentage Complete	90%
Movement This week	▼
Home Name	█
Percentage Complete	92%
Movement This week	▼
Home Name	█
Percentage Complete	76%
Movement This week	▼

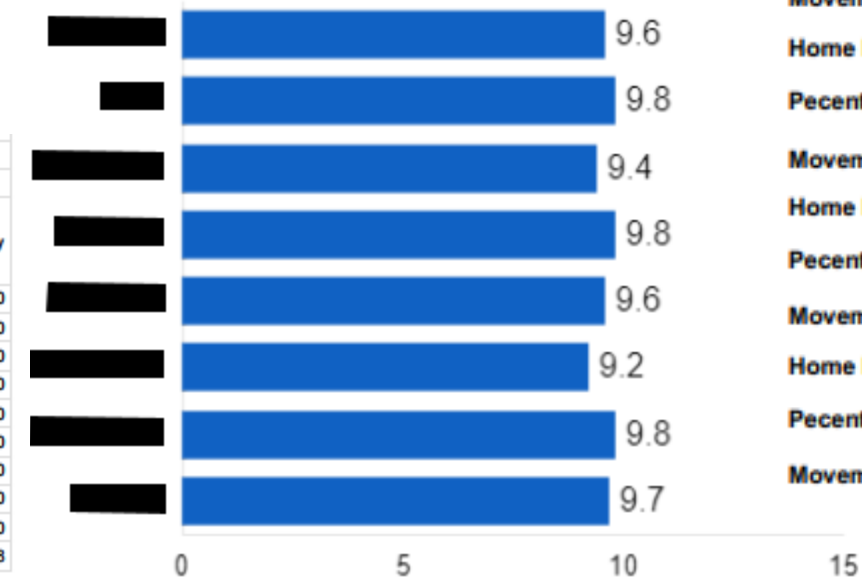
Safeguarding Log Category



CQC Log



Care Home.co.uk Scores



PREDICTED AGENCY USE (Excludes Emergency Agency)							
Monday 6 May 2024 - Sunday 11 May 2024							
	HCA Agency	RN Agency	Agency Hours Other Roles	Total	1-1	Staff Vacancy	Holiday
█	0.00	0.00	0.00	0	0.00	0.00	0.00
█	0.00	0.00	0.00	0	0.00	0.00	0.00
█	0	0	0	0	0.00	0	0
█	0.00	22.00	0.00	22	0.00	0.00	22.00
█	121.00	0.00	35.00	156	0.00	112.00	44.00
█	11.00	0.00	0.00	11	0.00	0.00	11.00
█	220.00	0.00	0.00	220	0.00	121.00	99.00
█	121.00	0.00	0.00	121	0.00	110.00	0.00
█	209.00	22.00	0.00	231	0.00	209.00	22.00
Group Total	682	44	35	761.0	0	552	198



Stakeholder collaboration and long-term stability

Engaging families and commissioners: *i.e. healthwatch and CQC launching feedback*

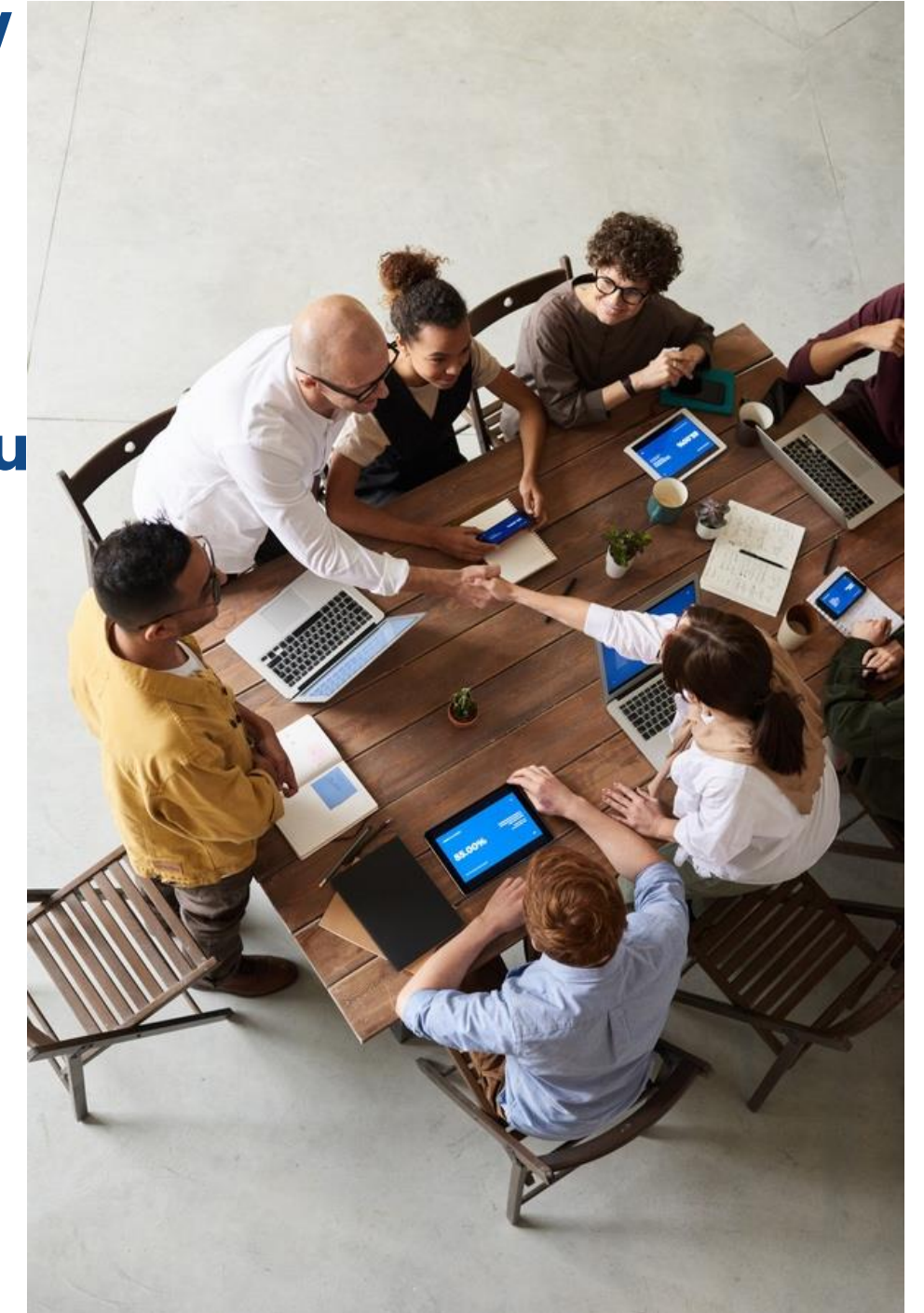
- Transparent communication through digital portals.
- Providing real-time care updates to families.
- Demonstrating quality and financial viability to commissioners.
- Act quickly with concerns/complaints as stakeholders who stay with you are the best quality marketing.

Community Outreach & Reputation Management:

- Building local partnerships for volunteering and funding.
- Leveraging digital marketing and social media for visibility.
- Showcasing success stories and high-quality care outcomes.

Public & Private Sector Investment in Care Services:

- Securing funding through government grants and private investment.
- Encouraging innovation through partnerships with tech providers.
- Financial models that ensure long-term care home viability.



Conclusion and final thoughts

Enhancing care service resilience

Risk management, compliance and turnaround strategies

- **Proactive risk management.**
- **Preventing crises before they escalate.**
- **Ensuring financial and operational sustainability.**
- **Early intervention.**
- **Using technology to detect early warning signs in care quality.**
- **Reducing the likelihood of service failures or regulatory action.**
- **Leveraging digital solutions and AI to enhance care quality.**
- **Strengthening relationships with key stakeholders for long-term success.**





Thank You

For your attention

