



advice and support for older age

**Independent
Age**

Care home performance across England

March 2017



About Independent Age

Whatever happens as we get older, we all want to remain independent and live life on our own terms. That's why, as well as offering regular friendly contact and a strong campaigning voice, Independent Age can provide you and your family with clear, free and impartial advice on the issues that matter: care and support, money and benefits, health and mobility. A charity founded over 150 years ago, we're independent so you can be.

Website

For more information, visit our website www.independentage.org

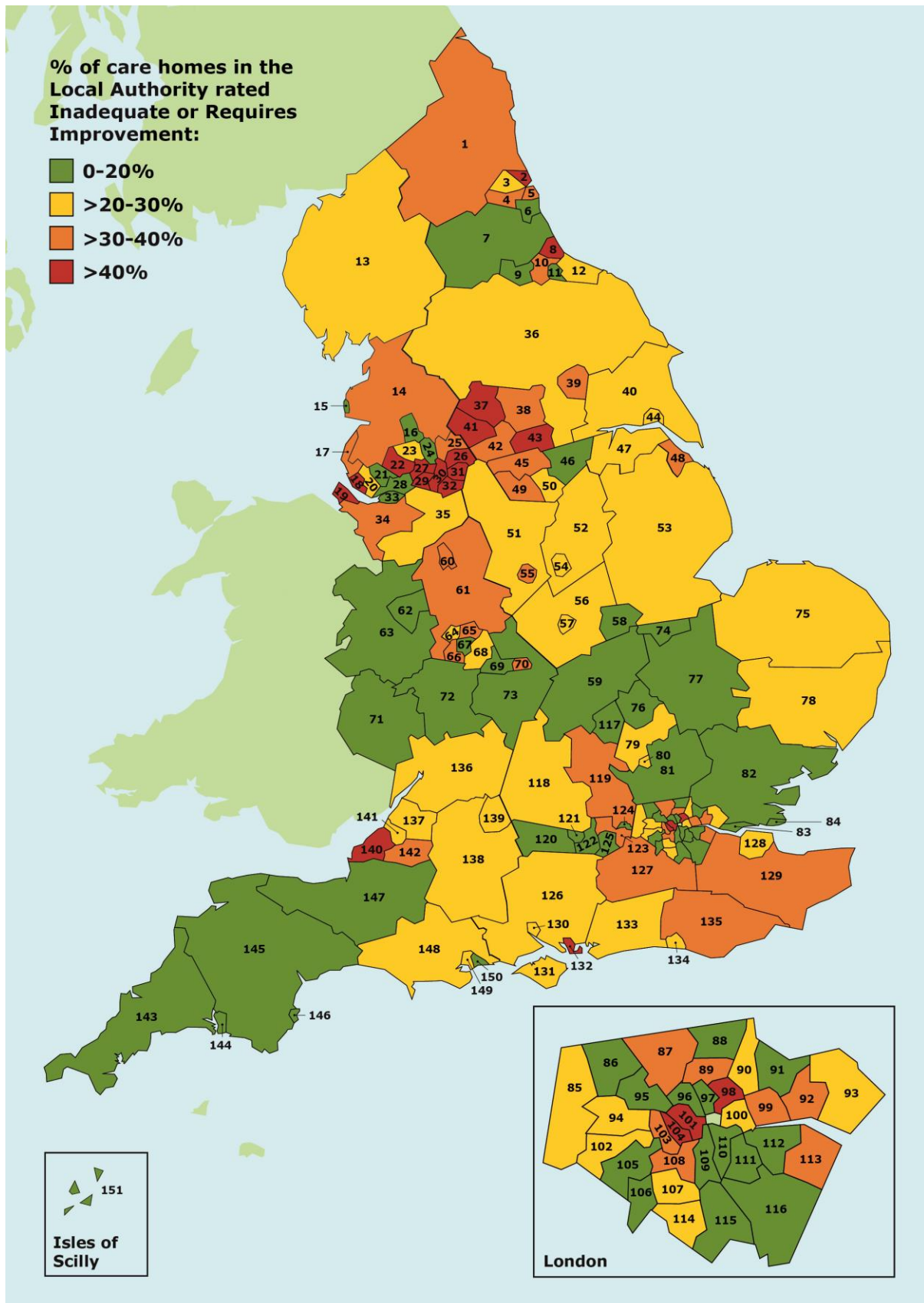
Helpline

We give free, confidential advice over the telephone for older people, their families and carers on issues such as getting help at home, adaptations, care assessments, paying for care, staying in touch with other people and welfare benefits.

Call our team of experts on 0800 319 6789, Monday to Friday, 8am-8pm, and Saturday to Sunday, 9am-5pm, or email your query to advice@independentage.org

Registered charity number 210729

CARE HOME PERFORMANCE ACROSS ENGLAND



Key

1	Northumberland	53	Lincolnshire	104	Kensington and Chelsea
2	North Tyneside	54	Nottingham	105	Richmond upon Thames
3	Newcastle	55	Derby	106	Kingston upon Thames
4	Gateshead	56	Leicestershire	107	Merton
5	South Tyneside	57	Leicester	108	Wandsworth
6	Sunderland	58	Rutland	109	Lambeth
7	County Durham	59	Northamptonshire	110	Southwark
8	Hartlepool	60	Stoke-on-Trent	111	Lewisham
9	Darlington	61	Staffordshire	112	Greenwich
10	Stockton-on-Tees	62	Telford and Wrekin	113	Bexley
11	Middlesbrough	63	Shropshire	114	Sutton
12	Redcar and Cleveland	64	Wolverhampton	115	Croydon
13	Cumbria	65	Walsall	116	Bromley
14	Lancashire	66	Dudley	117	Milton Keynes
15	Blackpool	67	Sandwell	118	Oxfordshire
16	Blackburn and Darwen	68	Birmingham	119	Buckinghamshire
17	Sefton	69	Solihull	120	West Berkshire
18	Liverpool	70	Coventry	121	Reading
19	Wirral	71	Herefordshire	122	Wokingham
20	Knowsley	72	Worcestershire	123	Windsor and Maidenhead
21	St Helens	73	Warwickshire	124	Slough
22	Wigan	74	Peterborough	125	Bracknell Forest
23	Bolton	75	Norfolk	126	Hampshire
24	Bury	76	Bedford	127	Surrey
25	Rochdale	77	Cambridgeshire	128	Medway
26	Oldham	78	Suffolk	129	Kent
27	Salford	79	Central Bedfordshire	130	Southampton
28	Warrington	80	Luton	131	Isle of Wight
29	Trafford	81	Hertfordshire	132	Portsmouth
30	Manchester	82	Essex	133	West Sussex
31	Tameside	83	Thurrock	134	Brighton and Hove
32	Stockport	84	Southend-on-Sea	135	East Sussex
33	Halton	85	Hillingdon	136	Gloucestershire
34	Cheshire and West Chester	86	Harrow	137	South Gloucestershire
35	Cheshire East	87	Barnet	138	Wiltshire
36	North Yorkshire	88	Enfield	139	Swindon
37	Bradford	89	Haringey	140	North Somerset
38	Leeds	90	Waltham Forest	141	City of Bristol
39	York	91	Redbridge	142	Bath and NE Somerset
40	East Riding	92	Barking and Dagenham	143	Cornwall
41	Calderdale	93	Havering	144	Plymouth
42	Kirklees	94	Ealing	145	Devon
43	Wakefield	95	Brent	146	Torbay
44	City of Kingston upon Hull	96	Camden	147	Somerset
45	Barnsley	97	Islington	148	Dorset
46	Doncaster	98	Hackney	149	Poole
47	North Lincolnshire	99	Newham	150	Bournemouth
48	North East Lincolnshire	100	Tower Hamlets	151	Isles of Scilly
49	Sheffield	101	Westminster		
50	Rotherham	102	Hounslow		
51	Derbyshire	103	Hammersmith and Fulham		
52	Nottinghamshire				

Care home performance

Across England, we know that the quality of social care for older people is concerning, with more than one in four adult social care services being found to be 'Inadequate' or 'Requires Improvement' by the Care Quality Commission (CQC).

The picture of care home performance across England (as of January 2017)

CQC rating	Number of homes with this rating	Percentage of homes with this rating
Outstanding	148	1.0%
Good	10616	73.3%
Requires Improvement	3399	23.5%
Inadequate	312	2.2%

But what does this overall national picture mean when we look specifically at care home settings at a more local level? This short briefing uses publicly available CQC data (taken from January 2017) to present care home performance by region and local authority.

We used CQC inspection data to work out a total figure for the percentage of homes in any local authority that are rated either 'Inadequate' or 'Requires Improvement'. Although homes that are found to be 'Requires Improvement' can of course quickly improve, we felt this combined measure provided a helpful approximation of where we might feel justified concern about the quality of care home performance. We have represented these results visually on the maps included here, according to the following colour coded bands¹:

- Up to 20% of homes rated 'Inadequate' or 'Requires Improvement' – coloured green
- More than 20% and up to 30% of homes rated 'Inadequate' or 'Requires Improvement' – coloured yellow
- More than 30% and up to 40% of homes rated 'Inadequate' or 'Requires Improvement' – coloured orange
- More than 40% of homes rated 'Inadequate' or 'Requires Improvement' – coloured red

Looking at the picture of England that emerges, we quickly see that the North West is a particular area of concern, with concentrations of 'red' local authorities with a high proportion of care homes that are not performing well according to the CQC. When we look at average performance across regions, we see that in the North West, as many as one in three care homes fall into the Inadequate or Requires Improvement categories, as compared to just one in five in London and the East of England.

¹ The full data is available to download on the Independent Age website. The data covers all care home settings that the CQC had inspected under its current inspection regime, as of January 2017 (almost 90% of all residential services).

Region	% of homes rated 'Inadequate' or 'Requires Improvement'
London	20.3%
East of England	20.8%
South West	21.1%
West Midlands	22.8%
East Midlands	24.2%
North East	25.6%
South East	28.2%
Yorkshire and The Humber	32.2%
North West	33.6%

Looking at individual local authorities, the twenty with the lowest proportion of homes rated 'Inadequate' or 'Requires Improvement' are as follows:

Local authority	Region	% of homes rated 'Inadequate' or 'Requires Improvement'
Worcestershire	West Midlands	10.8%
Reading	South East	10.5%
Redbridge	London	10.4%
Brent	London	10.3%
West Berkshire	South East	10.0%
Peterborough	East of England	10.0%
Bournemouth	South West	10.0%
Bedford	East of England	9.5%
Blackburn with Darwen	North West	9.4%
Croydon	London	9.2%
Telford and Wrekin	West Midlands	8.9%
Camden	London	8.3%
Bracknell Forest	South East	7.7%
Slough	South East	7.7%
Wokingham	South East	6.3%
Thurrock	East of England	2.9%
Richmond upon Thames	London	2.3%
Rutland	East Midlands	0.0%
Islington	London	0.0%
Isles of Scilly	South West	0.0%

And the twenty with the highest proportion of homes rated 'Inadequate' or 'Requires Improvement' are:

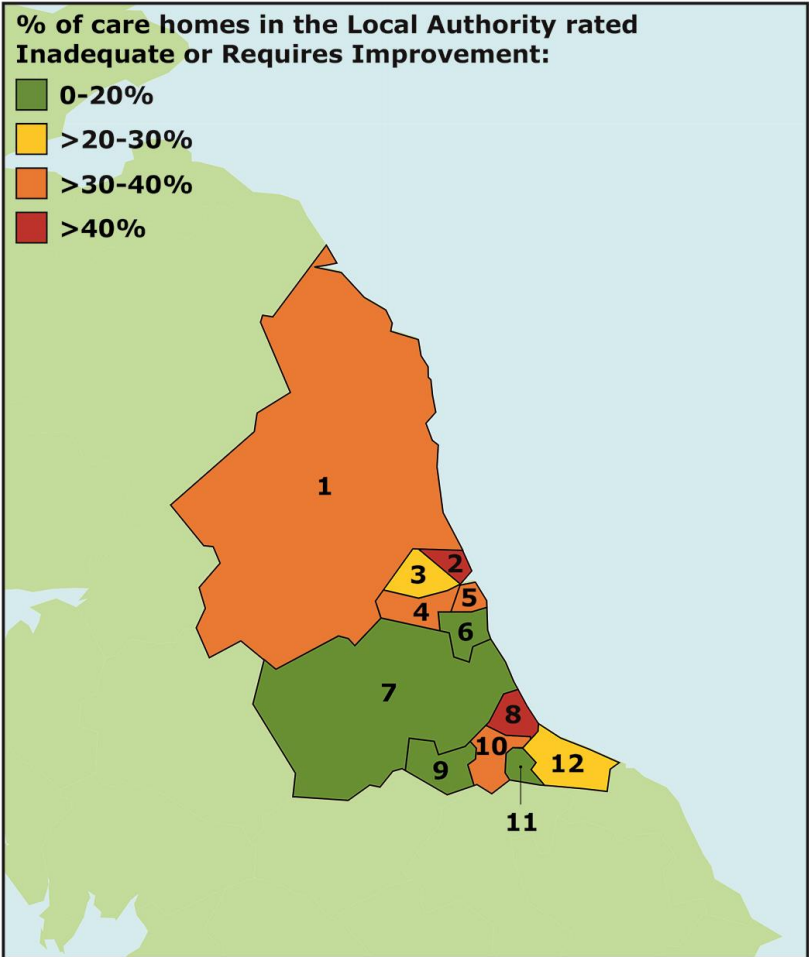
Local authority	Region	% of homes rated 'Inadequate' or 'Requires Improvement'
Stockport	North West	62.9%
Salford	North West	61.5%
Tameside	North West	54.8%
Manchester	North West	51.3%
Kensington and Chelsea	London	50.0%
Oldham	North West	48.6%
Liverpool	North West	48.1%
Trafford	North West	47.2%
Hackney	London	47.1%
Bradford	Yorkshire and The Humber	46.3%
Wakefield	Yorkshire and The Humber	46.0%
Portsmouth	South East	44.8%
North Somerset	South West	44.7%
Calderdale	Yorkshire and The Humber	43.1%
Hartlepool	North East	42.9%
Wirral	North West	42.1%
Wigan	North West	42.0%
Westminster	London	41.7%
North Tyneside	North East	40.5%
Kirklees	Yorkshire and The Humber	39.7%

Independent Age will be continuing to monitor care home performance throughout 2017 as part of our campaign, Better choices, Better care. Find out more here:

<https://www.independentage.org/campaigning/what-were-campaigning-about/better-choices-better-care>

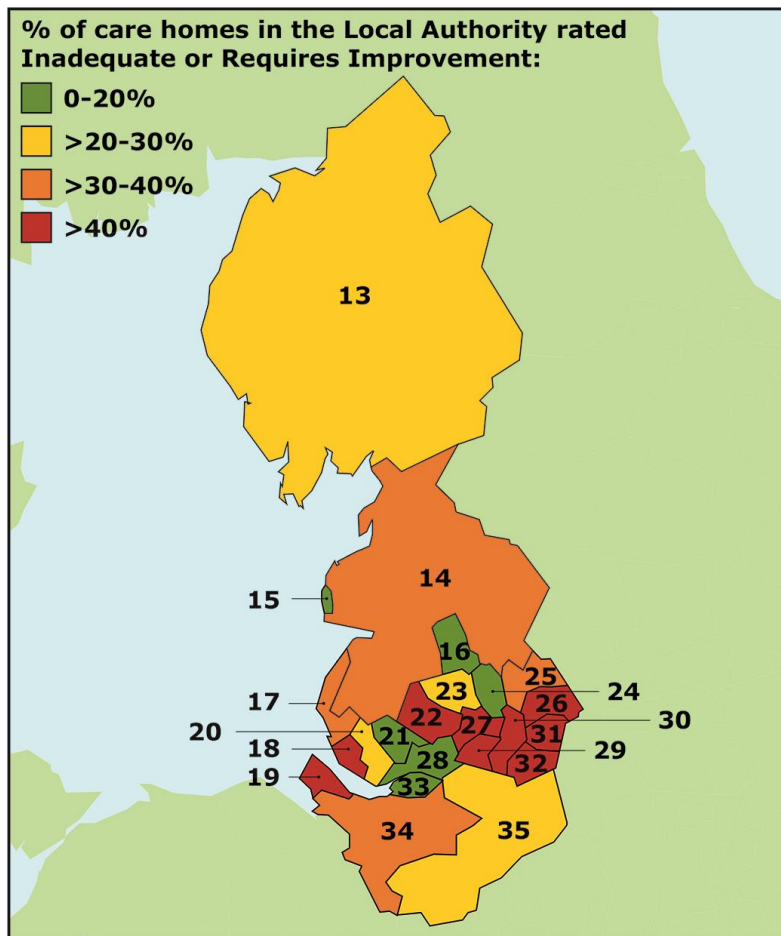
REGION BY REGION

1. NORTH EAST



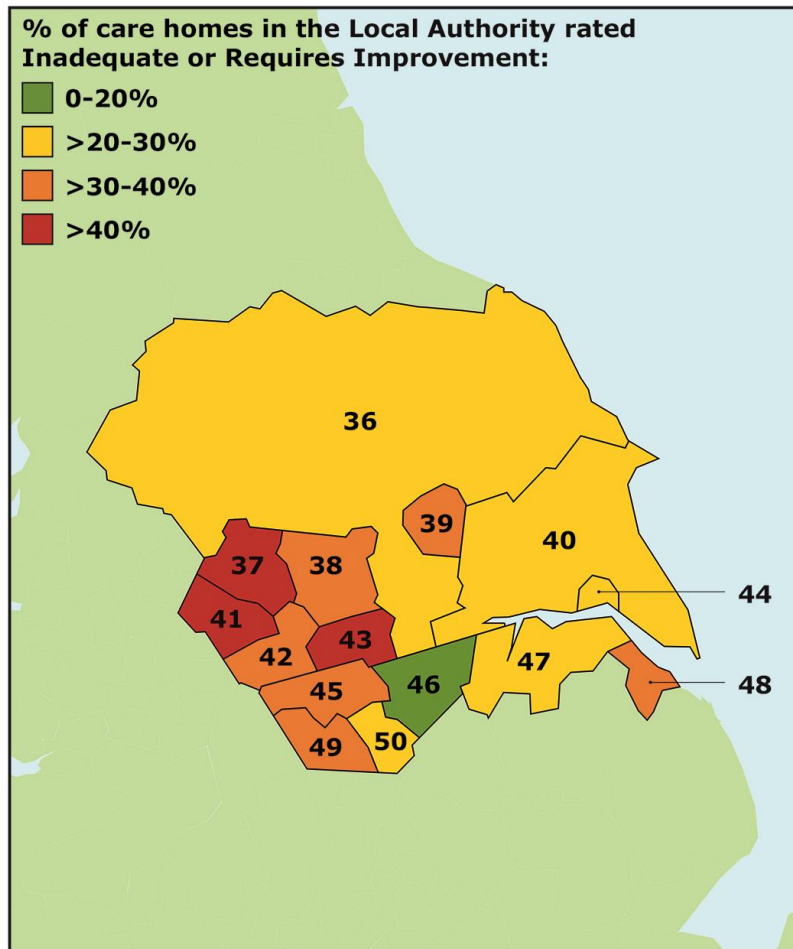
1	Northumberland (35.1%)
2	North Tyneside (40.5%)
3	Newcastle (21.3%)
4	Gateshead (38.1%)
5	South Tyneside (35.5%)
6	Sunderland (19.5%)
7	County Durham (11.6%)
8	Hartlepool (42.9%)
9	Darlington (14.3%)
10	Stockton-on-Tees (32.7%)
11	Middlesbrough (20.0%)
12	Redcar and Cleveland (21.1%)

2. NORTH WEST



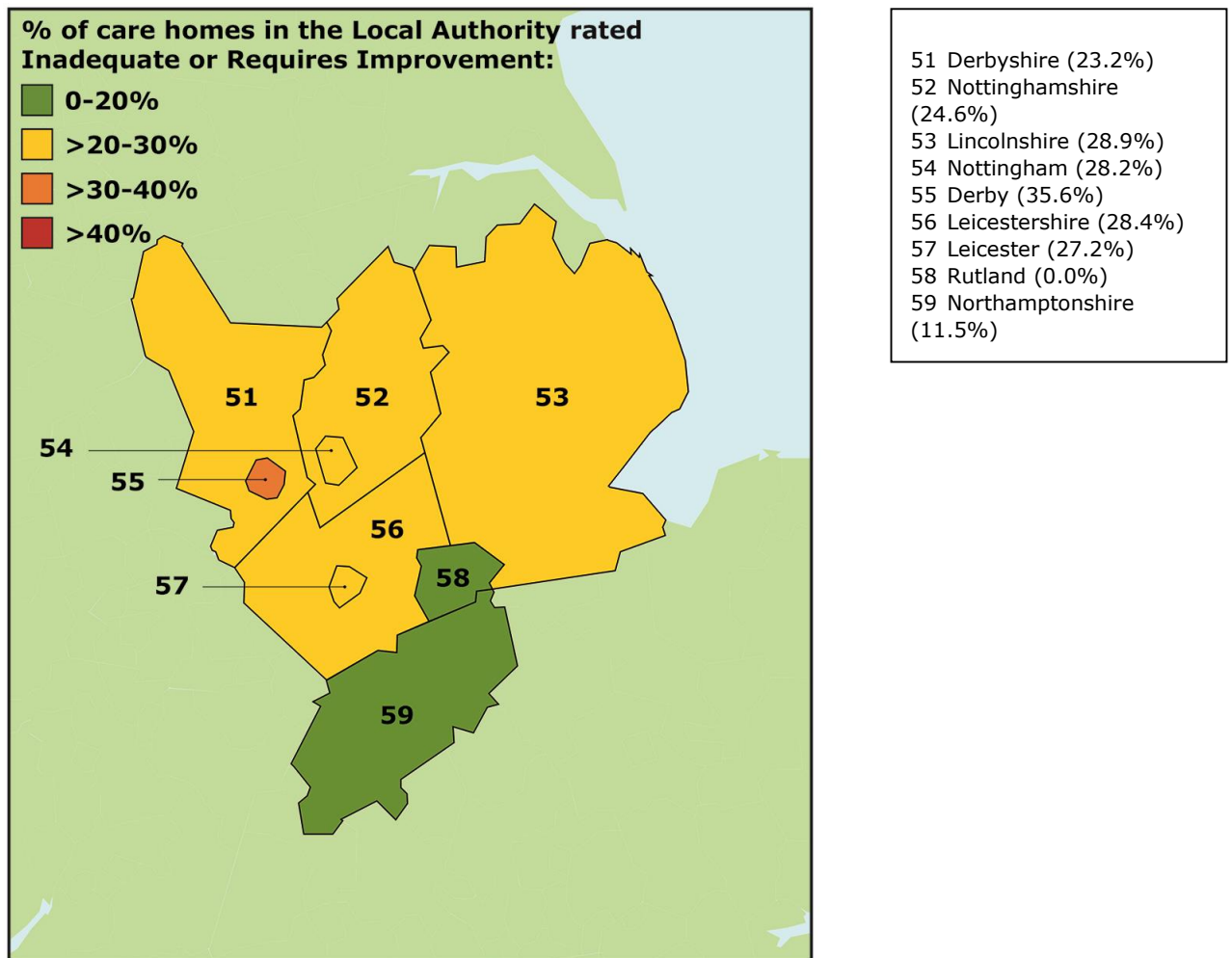
13	Cumbria (23.0%)
14	Lancashire (32.0%)
15	Blackpool (11.6%)
16	Blackburn and Darwen (9.4%)
17	Sefton (36.0%)
18	Liverpool (48.1%)
19	Wirral (42.1%)
20	Knowsley (25.9%)
21	St Helens (12.1%)
22	Wigan (42.0%)
23	Bolton (21.3%)
24	Bury (11.7%)
25	Rochdale (30.8%)
26	Oldham (48.6%)
27	Salford (61.5%)
28	Warrington (13.9%)
29	Trafford (47.2%)
30	Manchester (51.3%)
31	Tameside (54.8%)
32	Stockport (62.9%)
33	Halton (20.0%)
34	Cheshire and West Chester (30.6%)
35	Cheshire East (29.6%)

3. YORKSHIRE AND THE HUMBER

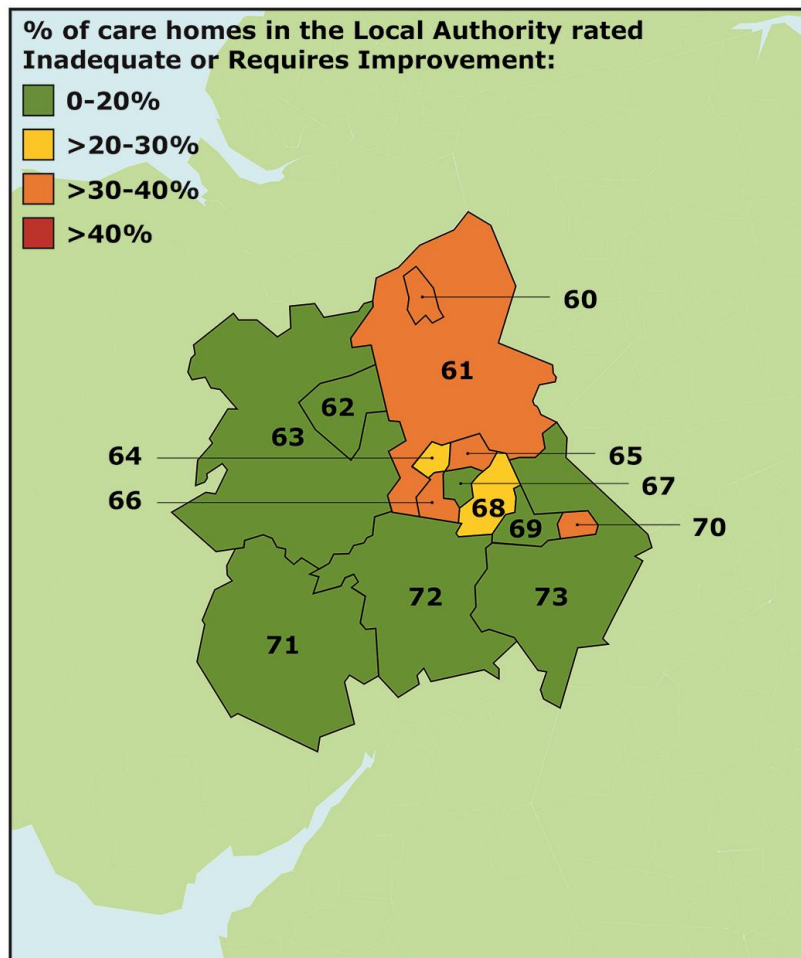


36	North Yorkshire (24.2%)
37	Bradford (46.5%)
38	Leeds (39.5%)
39	York (39.5%)
40	East Riding (22.0%)
41	Calderdale (43.1%)
42	Kirklees (39.7%)
43	Wakefield (46.0%)
44	City of Kingston upon Hull (24.1)
45	Barnsley (36.7%)
46	Doncaster (18.2%)
47	North Lincolnshire (25.5%)
48	North East Lincolnshire (32.0%)
49	Sheffield (32.7%)
50	Rotherham (23.3%)

4. EAST MIDLANDS

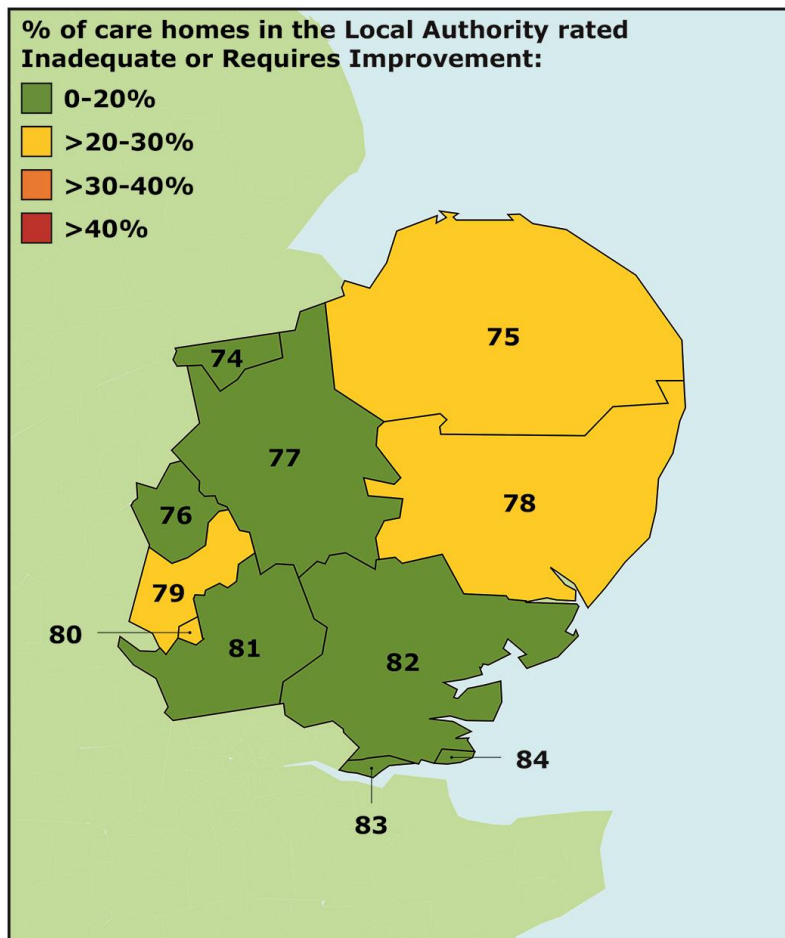


5. WEST MIDLANDS



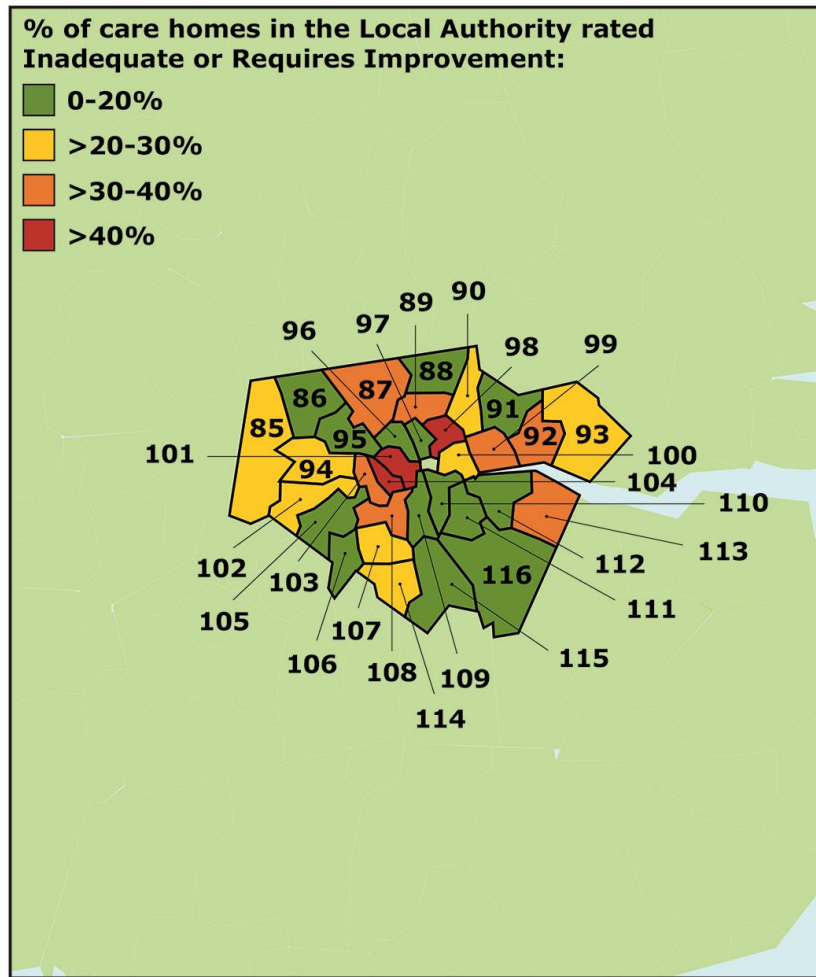
60	Stoke-on-Trent (30.6%)
61	Staffordshire (31.4%)
62	Telford and Wrekin (8.9%)
63	Shropshire (14.4%)
64	Wolverhampton (24.6%)
65	Walsall (39.6%)
66	Dudley (33.3%)
67	Sandwell (19.8%)
68	Birmingham (26.9%)
69	Solihull (19.0%)
70	Coventry (34.3%)
71	Herefordshire (11.3%)
72	Worcestershire (10.8%)
73	Warwickshire (15.8%)

6. EAST OF ENGLAND



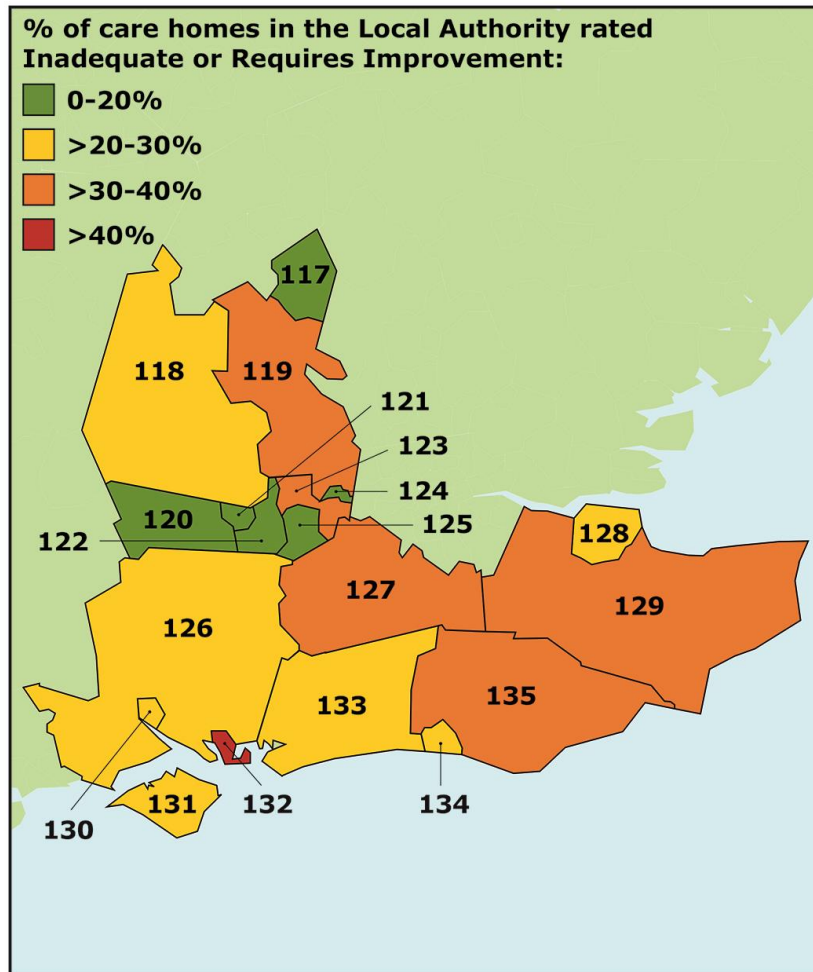
74	Peterborough	(10.0%)
75	Norfolk	(29.7%)
76	Bedford	(9.5%)
77	Cambridgeshire	(13.6%)
78	Suffolk	(29.2%)
79	Central Bedfordshire	(24.6%)
80	Luton	(20.5%)
81	Hertfordshire	(19.5%)
82	Essex	(18.9%)
83	Thurrock	(2.9%)
84	Southend-on-Sea	(14.0%)

7. LONDON



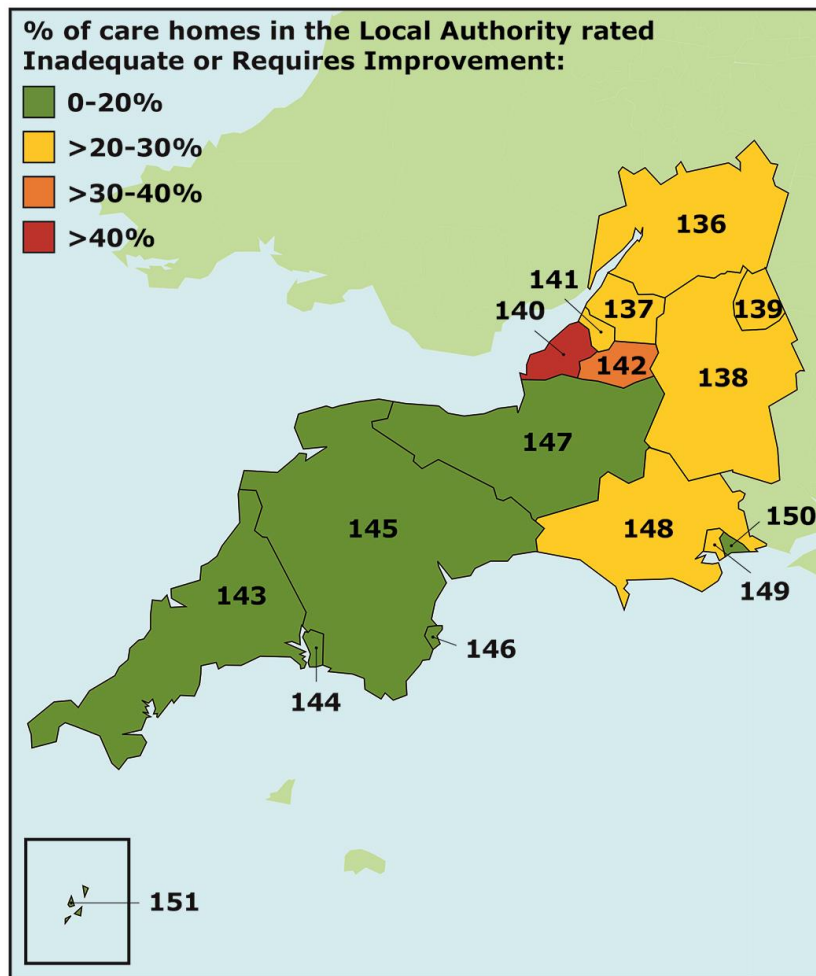
85	Hillingdon (25.0%)
86	Harrow (16.4%)
87	Barnet (31.3%)
88	Enfield (18.7%)
89	Haringey (34.8%)
90	Waltham Forest (20.7%)
91	Redbridge (10.4%)
92	Barking and Dagenham (31.6%)
93	Havering (20.6%)
94	Ealing (27.8%)
95	Brent (10.3%)
96	Camden (8.3%)
97	Islington (0.0%)
98	Hackney (47.1%)
99	Newham (30.8%)
100	Tower Hamlets (25.0%)
101	Westminster (41.7%)
102	Hounslow (27.3%)
103	Hammersmith and Fulham (30.8%)
104	Kensington and Chelsea (50.0%)
105	Richmond upon Thames (2.3%)
106	Kingston upon Thames (13.2%)
107	Merton (24.3%)
108	Wandsworth (32.3%)
109	Lambeth (15.0%)
110	Southwark (16.7%)
111	Lewisham (14.0%)
112	Greenwich (19.5%)
113	Bexley (38.7%)
114	Sutton (22.1%)
115	Croydon (9.2%)
116	Bromley (18.9%)

8. SOUTH EAST



117	Milton Keynes (13.6%)
118	Oxfordshire (20.9%)
119	Buckinghamshire (31.0%)
120	West Berkshire (10.0%)
121	Reading (10.5%)
122	Wokingham (6.3%)
123	Windsor and Maidenhead (32.3%)
124	Slough (7.7%)
125	Bracknell Forest (7.7%)
126	Hampshire (27.0%)
127	Surrey (31.2%)
128	Medway (20.8%)
129	Kent (35.2%)
130	Southampton (22.9%)
131	Isle of Wight (29.6%)
132	Portsmouth (44.8%)
133	West Sussex (20.4%)
134	Brighton and Hove (27.0%)
135	East Sussex (38.6%)

9. SOUTH WEST



136	Gloucestershire	(23.2%)
137	South Gloucestershire	(21.4%)
138	Wiltshire	(29.2%)
139	Swindon	(29.5%)
140	North Somerset	
141	City of Bristol	(30.0%)
142	Bath and NE Somerset	(31.6%)
143	Cornwall	(14.2%)
144	Plymouth	(17.4%)
145	Devon	(16.2%)
146	Torbay	(19.0%)
147	Somerset	(16.0%)
148	Dorset	(20.1%)
149	Poole	(23.1%)
150	Bournemouth	(10.0%)
151	Isles of Scilly	(0.0%)