

**NORTH YORKSHIRE COUNTY COUNCIL  
CARE AND INDEPENDENCE OVERVIEW AND SCRUTINY COMMITTEE  
Thursday 14 December 2017  
Care Standards**

“How we can be confident that North Yorkshire care providers, particularly those who operate residential establishments, are satisfactorily meeting appropriate quality standards and requirements”. Connected to the work on state of the market, “What makes a good care home and a good care provider?”

What are the issues that can influence standards of care - for example fee levels (subject to the usual, inevitable caveats about scrutiny’s role etc.), staff recruitment, retention and training, commissioning for quality, contract compliance, and so on.

If members agree to go ahead, the likelihood is the greater part of the morning will be turned over to this issue – possibly with some short term focused work afterwards

**1. Introduction HAS**

- Regulation and inspection and directorate responsibilities, how directorate monitors the quality of services provided
- The state of the market.
- Care Act responsibilities around Market shaping and Provider Failure.

**2. CQC representative**

How the Care Quality Commission (CQC) regulates, inspects and rates health and social care services.

**3. Stakeholders perspective**

ICG, Voluntary and Community Sector, Healthwatch

**4. Role of Members and information requirements**

**5. Discussion**

Are arrangements in place to protect the public and ensure that residential care and domiciliary care services are of a quality that people would expect?

**Ray Busby,  
Scrutiny Support Officer,**

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NORTHALLERTON,  
Background Docs - Nil