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PSSRU
Personal Social Services Research Unit

ASCOT
adult social care outcomes toolkit

Regulator Quality Ratings and Care Home Residents' quality of life

ILPN Conference, 11th September 2018,WU Vienna

Ann-Marie Towers, Sinead Palmer, Nick Smith and Grace Collins

THE STUDY

- Measuring Outcomes of Care Homes study (MOOCH).
- Funded by NIHR School for Social Care Research.
- May 2015- Dec 2018.
- Aims:
  - Understand the quality of life of care home residents.
  - Explore the relationship with staff factors, such as job satisfaction (not presented here today).
  - **Explore the relationship with the new regulator quality ratings (controlling for confounding factors).**

BACKGROUND

- Care Quality Commission (CQC) undergone period transformation, moving from basic min standards to a system based on quality.
- Aim to inform user choice and drive up quality.
- October 2014 - February 2017 all services given a rating
- Outstanding, good, requires improvement or inadequate.
- But how well do quality ratings reflect the quality of life of residents?
- Previous research showed relationship in residential but not nursing homes (Netten, Trukeschitz et al, 2012).

SAMPLING

- Study was powered to detect differences in SCRQoL for a sample of 210-340 residents in 30-35 homes
- Random sample of homes in 2 local authority areas in England, stratified by registration category.
- 119 homes were invited to take part to achieve sample of 34 homes (29% response rate).
- Within homes, convenience sampling to recruit 5-10 residents per home (18-36% of an average sized home).
- In very large homes, more were recruited to achieve similar proportions.
- All permanent residents eligible to patriciate, including those with dementia.

METHOD

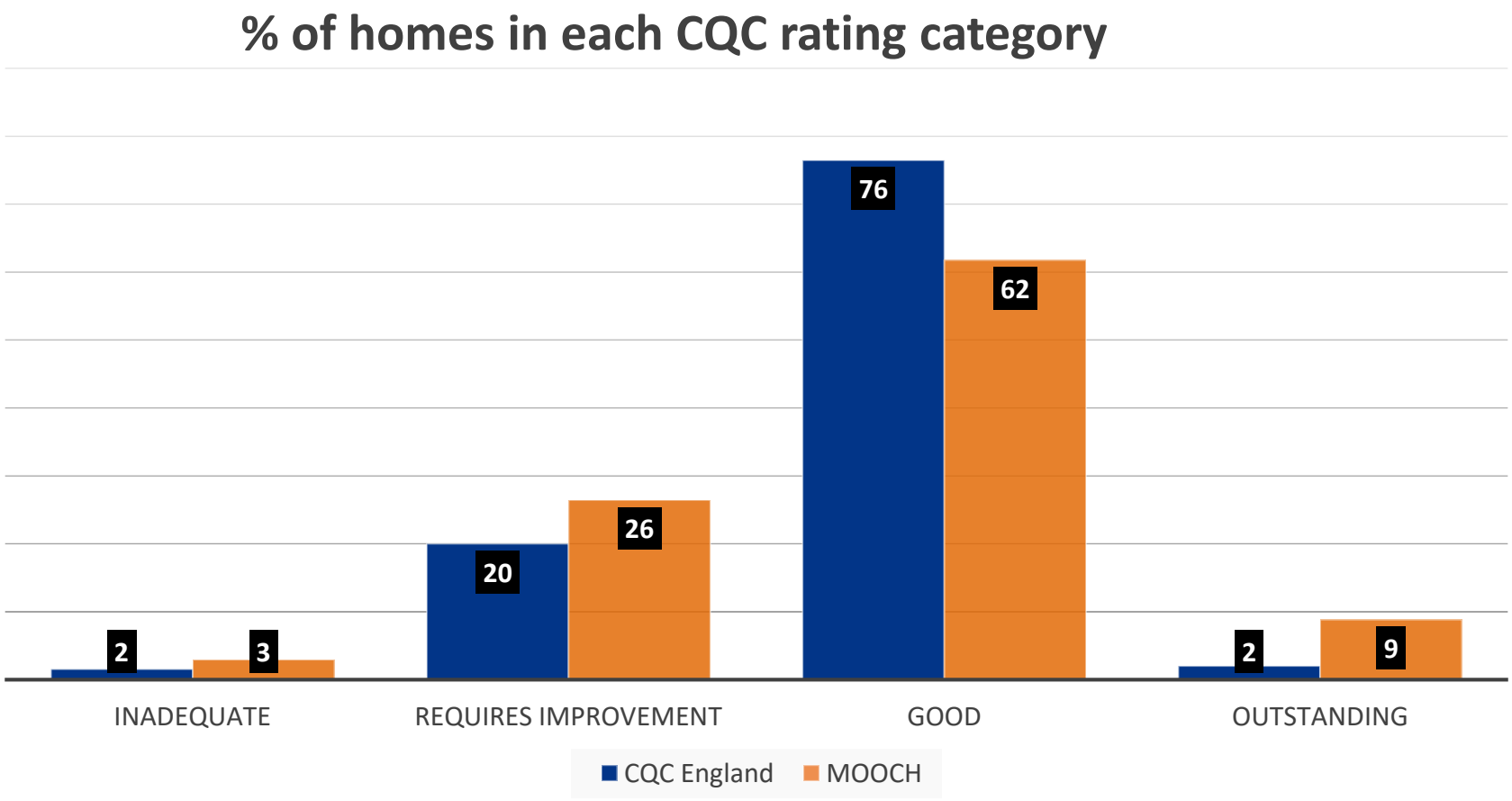
Cross-sectional study (April 2016-November 2017):

- Questionnaires completed by care staff about residents' needs and characteristics.
- Researchers collected data about residents' social care-related quality of life using the ASCOT care home tool.
- Quality ratings still being awarded during fieldwork.
- We recorded the quality rating made closest to our data collection in each home and controlled for time differences in analysis.

HOME CHARACTERISTICS

- 34 care homes
- 20 nursing, 14 residential
- Mean size = 50 beds (min 20- max 120)
- 80% were for-profit, which is representative
- Recruited a range of CQC ratings

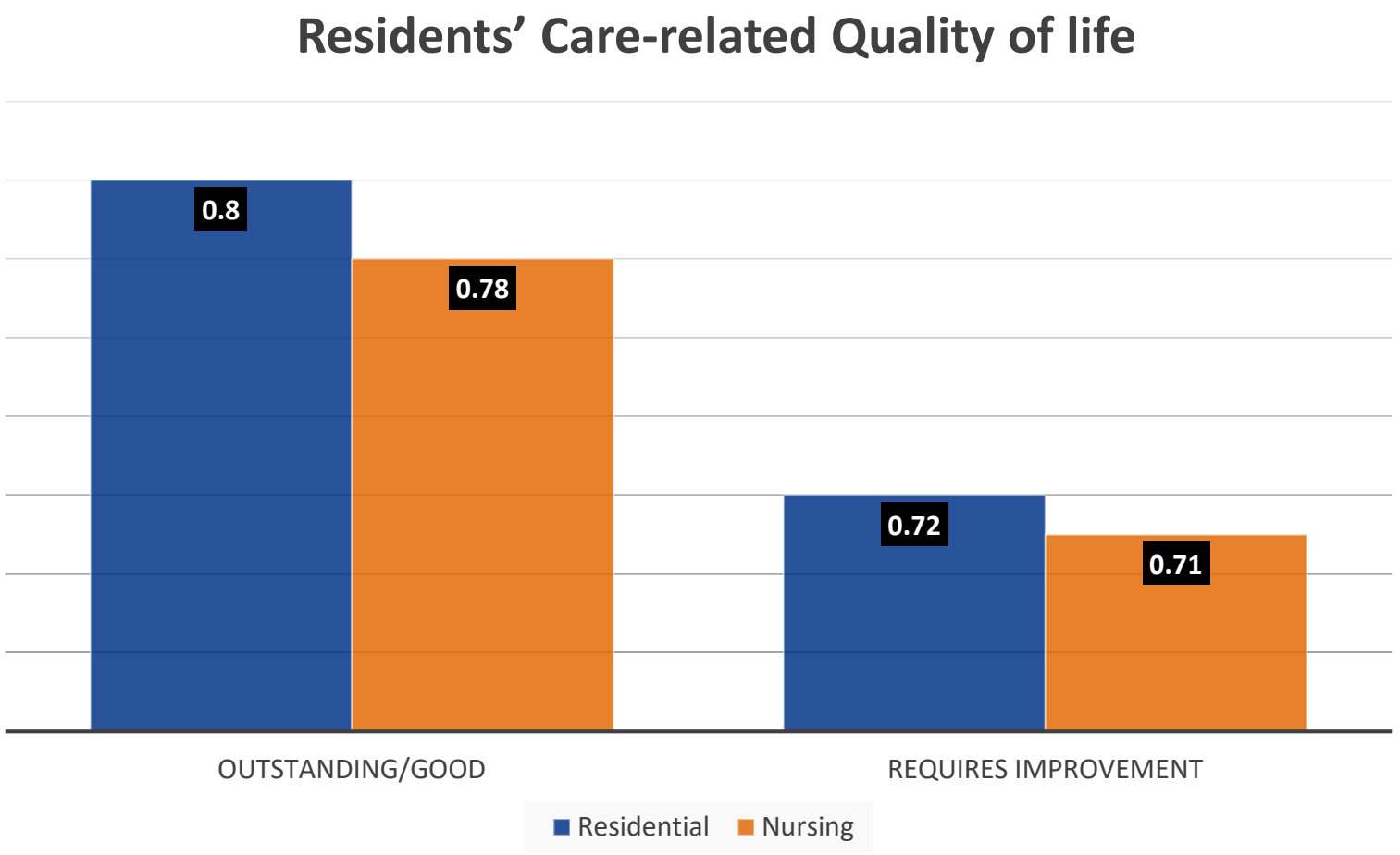
CARE HOME QUALITY RATINGS



RESIDENT CHARACTERISTICS

	SAMPLE	REQUIRES IMPROVEMENT	GOOD/ OUTSTANDING	
Female, n (%)	197 (67)	65 (70)	132 (66)	X^2=.44, p=.51
Mean age (SD)	85 (8.66)	84 (8.30)	85 (8.85)	X^2=-.35, p=.73
Mean independent ADLs (SD)	3.57 (3)	3.59 (3.13)	3.57 (2.88)	t=.05, p=.96
Dementia, n (%)	152 (52)	59 (63)	93 (47)	X^2=5.03, p=.03
Mean DCDS (SD)*	8.54 (9.11)	9.68 (9.00)	8.00 (9.13)	t=1.43, p=.15
Mean SCRQoL (SD)	0.77 (.16)	0.71 (.17)	.79 (.16)	t=-3.73, p<.001
*higher scores = worse cognition or communication				

SCRQoL BY CQC RATING



CQC RATINGS AND QUALITY OF LIFE

Do people living in “outstanding and good” care homes have better care-related quality of life than people living in homes “requiring improvement”?

FINAL MULTILEVEL MODEL

Individual (resident) level

- Age (NS)
- Gender (p<.01)
- ADL count (p<.01)
- Dementia (P<.01)
- Communication (p<.01)

Contextual (home) level

- Registration (NS)
- No. of Beds (NS)
- CQC Rating (p<.01)

CONCLUSIONS

- First look at the relationship between new CQC quality ratings and residents' quality of life.
- Results indicate positive relationship with better quality of life in outstanding and good homes.
- Quality ratings are used by the public as an indicator of residents' quality of life so this is promising.
- But not a national study and no homes rated inadequate (very difficult to recruit and capture these homes)
- Important to try and replicate these findings for greater generalisability.

DISCLAIMER

This paper reports on independent research funded by the National Institute for Health Research School for Social Care Research (NIHR SSCR). The views expressed in this presentation are those of the author(s) and not necessarily those of the NIHR, the NIHR SSCR, NHS or the Department of Health and Social Care or its arm's length bodies or other government departments.