Using CQC Rating to inform Quality score

This document outlines how Brighton and Hove City Council will use providers’ CQC ratings to determine their Quality score when tendering for Home Care (Home Support) via the Dynamic Purchasing System (DPS).

Successfully enrolled providers on the DPS will be able to submit offers for individual home care packages. Providers will be required to meet a set of minimum standards to proceed to full evaluation. Offers will then be evaluated using a 60% Quality and 40% Price split.

At the time of writing, Quality will be evaluated using providers’ CQC rating. The Council intends to review the evaluation criteria during the life of the DPS.

**CQC Rating System**

Currently there are two CQC quality models in use nationally, the old and new model. From April 2014 CQC changed the way that they rate services. The old system is being phased out, but some providers are yet to be inspected under the new regime.

Each of the five elements of a provider’s CQC rating will be given a score in accordance with the tables below. These scores will added together to give that provider’s overall score for Quality out of 60.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **New model** | Star  Outstanding | Green smartie  Good | Yellow smartie  Requires Improvement | Red smartie  Inadequate | Grey smartie  No rating |
| Safe | 12 | 12 | 10 | 5 | 10 |
| Effective | 12 | 12 | 10 | 5 | 10 |
| Caring | 12 | 12 | 10 | 5 | 10 |
| Responsive | 12 | 12 | 10 | 5 | 10 |
| Well led | 12 | 12 | 10 | 5 | 10 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Old model** | http://www.cqc.org.uk/sites/all/themes/cqc/images/status_ticks/green_tick_large.png | http://www.cqc.org.uk/sites/all/themes/cqc/images/status_ticks/grey_cross_large.png | http://www.cqc.org.uk/sites/all/themes/cqc/images/status_ticks/red_cross_large.png |
| Treating people with respect and involving them in their care | 12 | 10 | 5 |
| Providing care, treatment and support that meets people's needs | 12 | 10 | 5 |
| Caring for people safely and protecting them from harm | 12 | 10 | 5 |
| Staffing | 12 | 10 | 5 |
| Quality and suitability of management | 12 | 10 | 5 |

**Notes**

* The new model includes an “Outstanding” standard that is above any of the old model standards. Once the old model has become obsolete the scoring will be revised to award higher scores to those achieving “Outstanding”
* The inspection for the providers’ registered office in Brighton and Hove will be used to determine the score. If a provider does not have a registered office within Brighton and Hove, the nearest office (as noted by the CQC website) will be used.
* If a registered office has “No rating” due to an office move or change of ownership, a previous inspection undertaken within the last 12 months *may* be used to inform the scoring, at the Council’s discretion.
* Newly established providers yet to be inspected will receive the scores noted in the “No rating” column.