



advice and support for older age
**Independent
Age**

Care home performance across England

March 2018



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.

Arrange to speak to one of our advisers for free and confidential advice and information. Freephone 0800 319 6789 or email advice@independentage.org

Registered charity number 210729

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CARE HOME PERFORMANCE ACROSS ENGLAND

The performance of care homes in England has long been an issue of concern and, with 2018 figures showing **1 in 5 care homes rated by the Care Quality Commission (CQC) as either "Requires Improvement" or "Inadequate"**, it is clear that this is an issue still in need of urgent attention.

This briefing showcases the variation in quality that exists in England and seeks to understand what this overall national picture means when we look specifically at care home settings at a more local level.

We have used publicly available CQC inspection data (taken from January 2018) 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

2017/2018 comparison

In March 2017, Independent Age published our first [Care home performance across England](#)² briefing. At the time, more than one in four adult social care services was found to be "Inadequate" or "Requires Improvement" by the regulator, the CQC which gives homes one of four ratings: "Outstanding", "Good", "Requires Improvement" or "Inadequate". We looked beyond the picture of performance at a national level and focussed our analysis on care home settings at a local level.

For the first time, we have provided a year on year comparison to illustrate which areas of the country are improving, which ones are getting worse and which are still at the same level.

Throughout the report maps featuring the colour bands discussed above are accompanied by tables illustrating 2017 and 2018 data and the way these figures developed in the past year. These are colour coded as:

- Red – Proportion of homes rated "Inadequate" or "Requires Improvement" has increased (got worse)
- Yellow – Proportion of homes rated "Inadequate" or "Requires Improvement" has stayed the same.
- Green - Proportion of homes rated "Inadequate" or "Requires Improvement" has decreased (got better)

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).

² <https://www.independentage.org/policy-research/research-reports/care-home-performance-across-england>

Key findings

When we look at the changes in the ratings of care home provision at a national or regional level, there have clearly been positive changes in the past year. Nationally, the number of "Good" and "Outstanding" rated care homes has increased, and the number of "Requires improvement" and "Inadequate" rated care homes has decreased. Furthermore, in every region of England, the percentage of care homes rated "Requires improvement" or "Inadequate" has decreased in the past year - this the case in 114 individual local authorities.

However, it is important that we recognise that the picture is not wholly positive as some local authorities are bucking the positive trend seen nationally, with **33 local authorities actually increasing their proportion of poor quality homes in the last year.**

- This means that, for **1 in 5 local authorities, the proportion of care homes rated "Inadequate" or "Requires Improvement" has increased.**

For example, while the overall picture for London is that the percentage of homes rated "Inadequate" or "Requires improvement" has decreased from 20.3% to 17.4%, in 10 local authorities the percentage has increased in the past year. In fact, in each region, at least one local authority has seen an increase in the percentage of homes rated "Inadequate" or "Requires improvement".

It is also important to note that the changes over the last year to care home quality is not the only issue of importance here and the overall statistics for each local authority remains a key subject of this research.

For instance, there are **five local authorities** that have seen an improvement year on year (decrease in proportion rated "Inadequate" or "Requires Improvement") and yet still have **over 40% of their care homes rated "Inadequate" or "Requires Improvement"**.

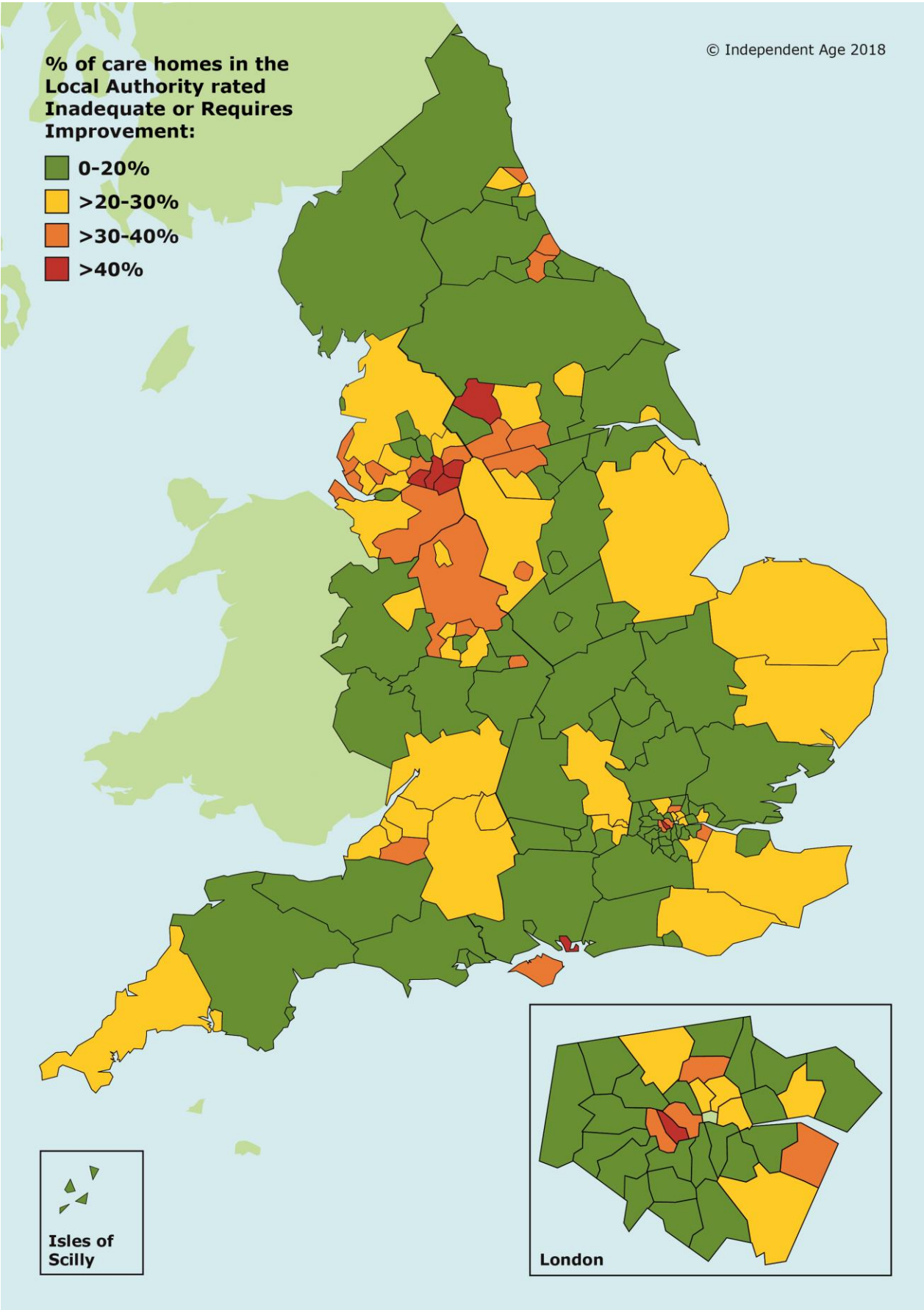
This shows that while improvements year on year are positive and show some local authorities to be on the right path, there remains a lot of work to be done to ensure care home residents have access to good quality care: something Independent Age believes must be available to everyone.

The picture of care home performance across England

As stated above, the overall number of care homes rated as “Outstanding” or “Good” has increased and the overall number of homes rated as “Requires improvement” or “Inadequate” has decreased.

CQC rating	Number of homes with this rating		Percentage of homes with this rating	
	2017	2018	2017	2018
Outstanding	148	294	1%	2%
Good	10616	11483	73.3%	77%
Requires Improvement	3399	2844	23.5%	19%
Inadequate	312	298	2.2%	2%

The picture of care home performance in the regions of England as of January 2018



Looking at a regional level also shows that the number of care homes rated as inadequate or requires improvement has decreased in every region, most markedly in the South East.

Region	% of homes rated "Inadequate" or "Requires Improvement"	
	2017	2018
London	20.3%	17.4%
East of England	20.8%	17.4%
East Midlands	24.2%	18.2%
North East	25.6%	18.3%
South West	21.1%	20.4%
South East	28.2%	20.4%
West Midlands	22.8%	21.3%
Yorkshire and The Humber	32.2%	26.1%
North West	33.6%	28.2%

The picture of care home performance at a local authority level in England

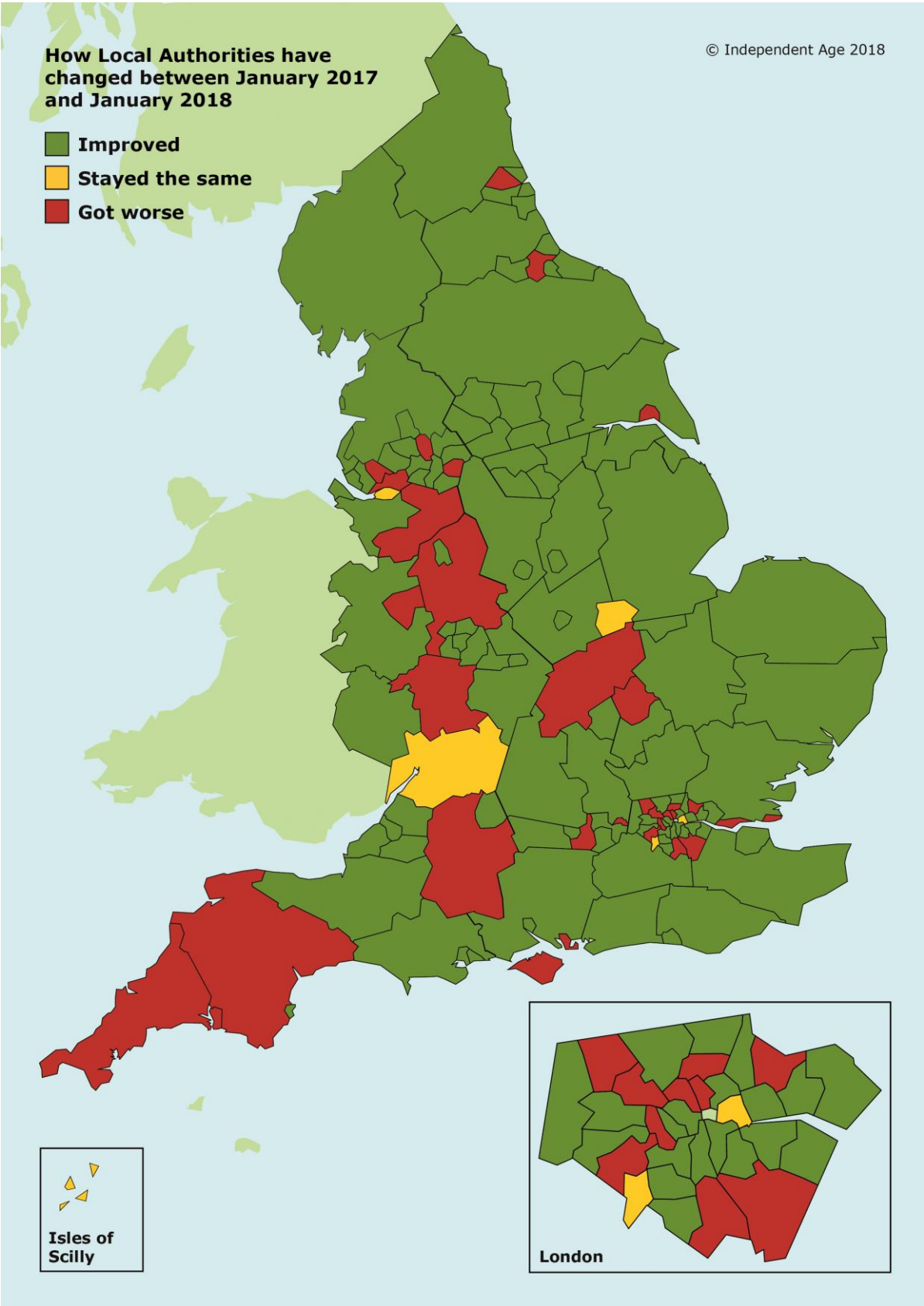
Looking at individual local authorities, the twenty with the highest proportion of homes rated "Inadequate" or "Requires Improvement" are as follows:

Local authority	Region	% of homes rated "Inadequate" or "Requires Improvement" () – 2017 Data
Tameside	North West	56.8% (54.8%)
Portsmouth	South East	46.5% (44.8%)
Kensington and Chelsea	London	45.5% (50%)
Manchester	North West	43.8% (51.3%)
Bradford	Yorkshire and the Humber	43.6% (46.5%)
Stockport	North West	43.3% (62.9%)
Trafford	North West	43.1% (47.2%)
Wirral	North West	39% (42.1%)
Wakefield	Yorkshire and the Humber	38.9% (46%)
Westminster	London	38% (41.7%)
Walsall	West Midlands	37.3% (39.6%)
Oldham	North West	36.8% (48.6%)
Haringey	London	36.8% (34.8%)
Salford	North West	36.6% (61.5%)
Kirklees	Yorkshire and the Humber	36.5% (39.7%)
Liverpool	North West	36.1% (48.1%)
Barnsley	Yorkshire and the Humber	36.1% (36.7%)
North Tyneside	North East	34% (40.5%)
Stockton-on-Tees	North East	34% (32.7%)
Staffordshire	West Midlands	33.3% (31.4%)

And the twenty with the lowest proportion of homes rated “Inadequate” or “Requires Improvement” are:

Local authority	Region	% of homes rated “Inadequate” or “Requires Improvement” () – 2017 Data
Bracknell Forest	South East	0% (7.7%)
Isles of Scilly	South West	0% (0%)
Reading	South East	0% (10.5%)
Rutland	East Midlands	0% (0%)
Southwark	London	0% (16.7%)
Thurrock	East of England	3% (2.9%)
West Berkshire	South East	4.5% (10%)
Richmond upon Thames	London	4.7% (2.3%)
Peterborough	East of England	6.3% (10%)
Darlington	North East	6.3% (14.3%)
Milton Keynes	South East	6.5% (13.6%)
Lewisham	London	7.7% (14%)
Shropshire	West Midlands	7.8% (14.4%)
County Durham	North East	7.8% (11.6%)
Wokingham	South East	8% (6.3%)
Cambridgeshire	East of England	8.2% (13.6%)
Blackpool	North West	9% (11.6%)
Central Bedfordshire	East of England	9.1% (24.6%)
Blackburn with Darwen	North West	9.1% (9.4%)
Bournemouth	South West	9.1% (10%)

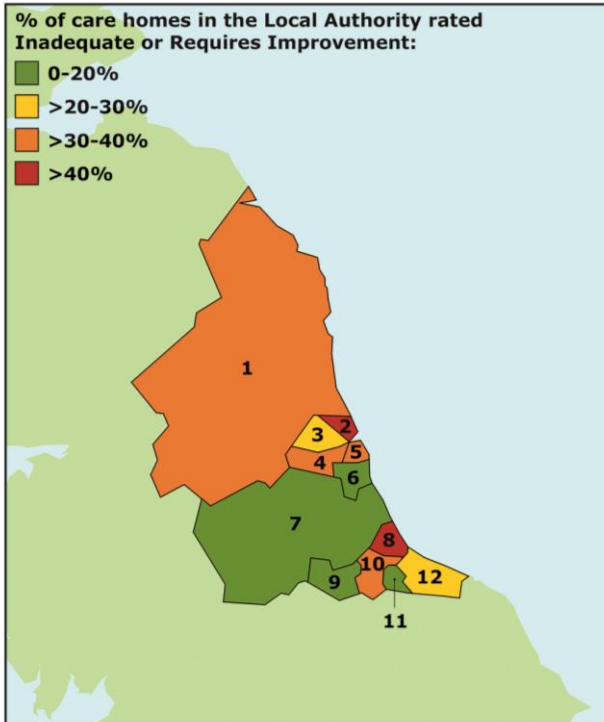
Changes in care home performance in the regions of England from 2017 to 2018



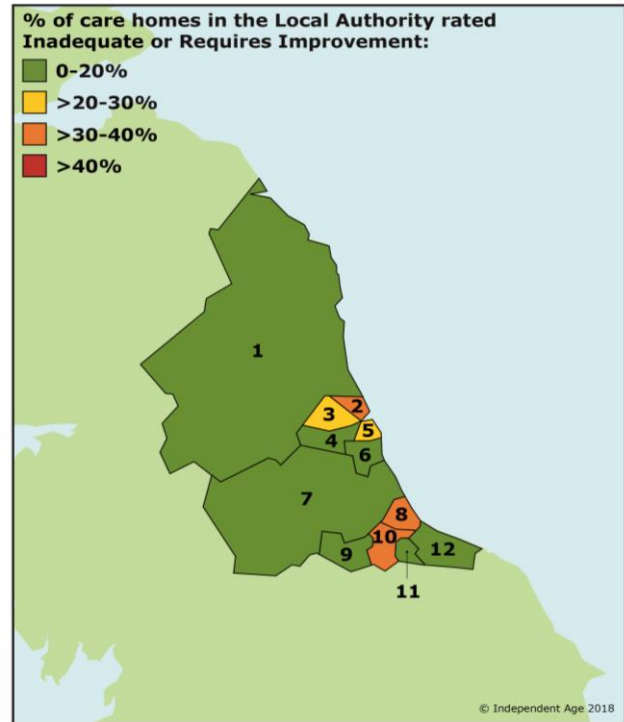
REGION BY REGION

1. NORTH EAST

2017



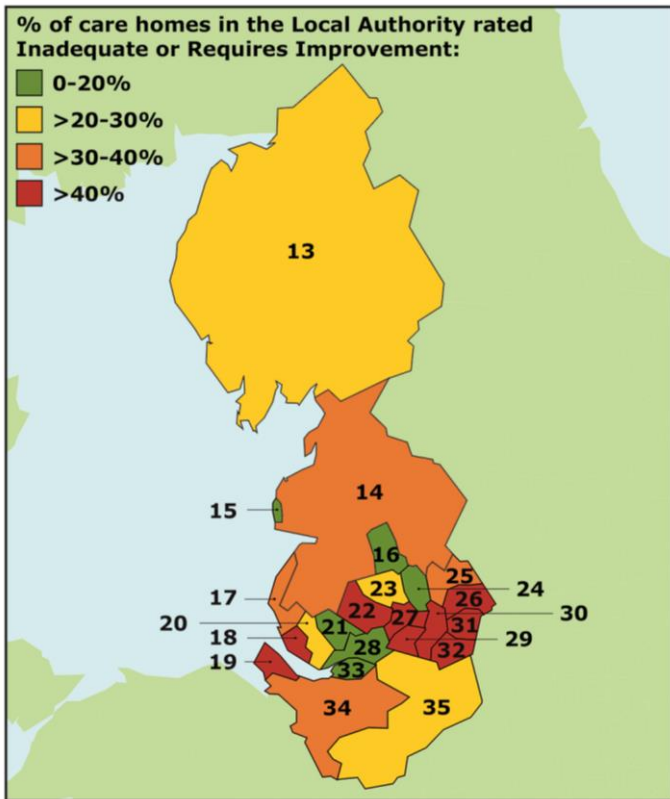
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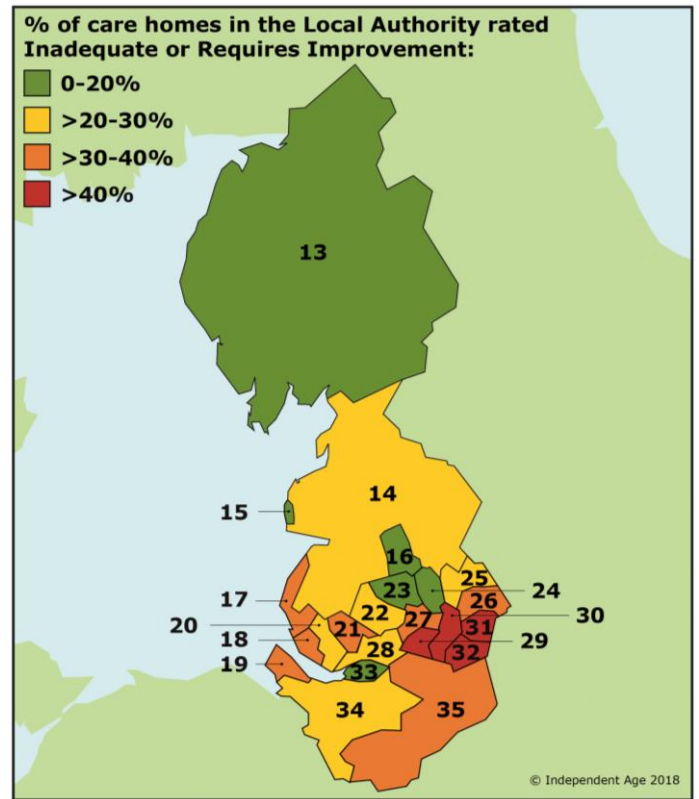
		2017	2018
1.	Northumberland	35.1%	19.2%
2.	North Tyneside	40.5%	34%
3.	Newcastle	21.3%	27.1%
4.	Gateshead	38.1%	15.4%
5.	South Tyneside	35.5%	21.9%
6.	Sunderland	19.5%	17%
7.	County Durham	11.6%	7.8%
8.	Hartlepool	42.9%	30.4%
9.	Darlington	14.3%	6.3%
10.	Stockton-on-Tees	32.7%	34%
11.	Middlesbrough	20.0%	17.1%
12.	Redcar and Cleveland	21.1%	11.3%

2. NORTH WEST

2017



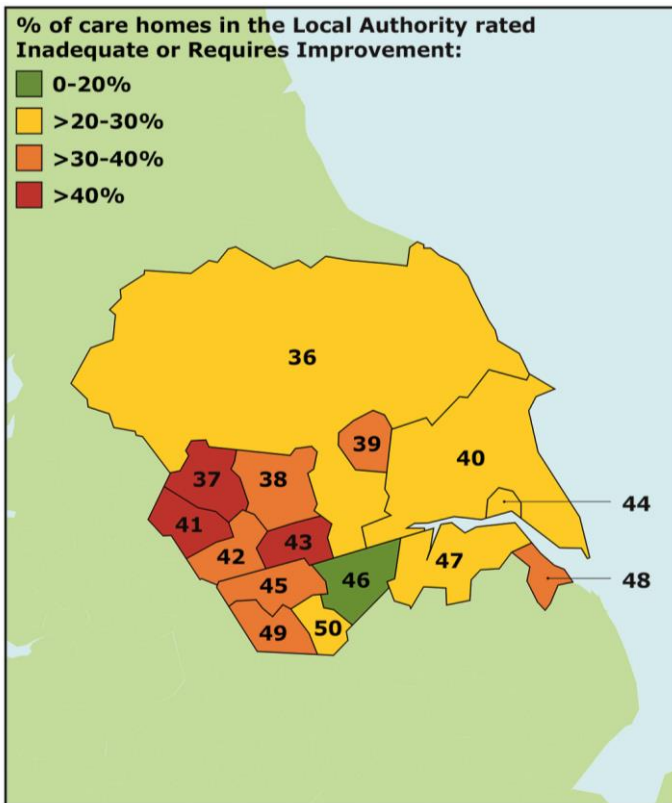
2018



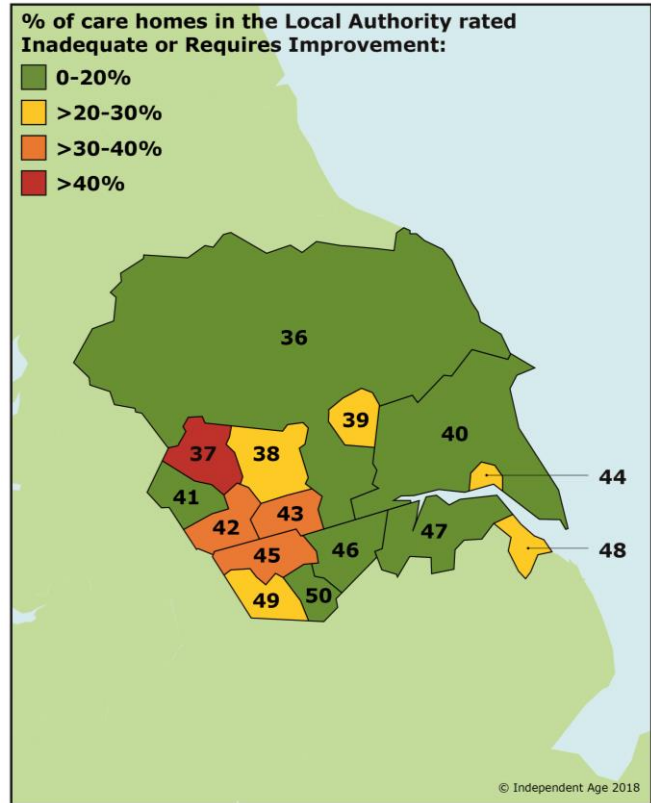
	2017	2018
13. Cumbria	23.0%	17.8%
14. Lancashire	32.0%	26%
15. Blackpool	11.6%	9%
16. Blackburn and Darwen	9.4%	9.1%
17. Sefton	36.0%	31%
18. Liverpool	48.1%	36.1%
19. Wirral	42.1%	39%
20. Knowsley	25.9%	22.7%
21. St Helens	12.1%	31.4%
22. Wigan	42.0%	21.4%
23. Bolton	21.3%	10%
24. Bury	11.7%	11.8%
25. Rochdale	30.8%	22.9%
26. Oldham	48.6%	36.8%
27. Salford	61.5%	36.6%
28. Warrington	13.9%	21.7%
29. Trafford	47.2%	43.1%
30. Manchester	51.3%	43.8%
31. Tameside	54.8%	56.8%
32. Stockport	62.9%	43.3%
33. Halton	20%	20%
34. Cheshire and West Chester	30.6%	27.5%
35. Cheshire East	29.6%	30.2%

3. YORKSHIRE AND THE HUMBER

2017



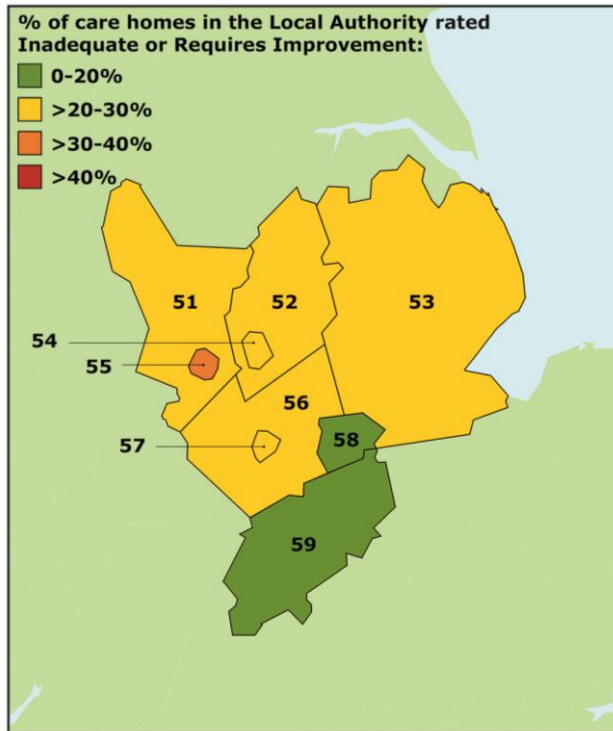
2018



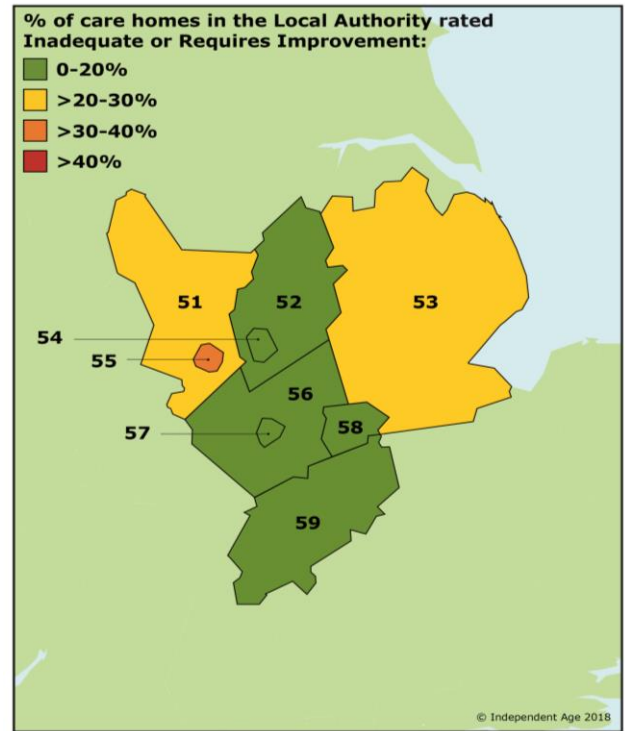
		2017	2018
36.	North Yorkshire	24.2%	16.8%
37.	Bradford	46.5%	43.6%
38.	Leeds	39.5%	26.1%
39.	York	39.5%	23.1%
40.	East Riding of Yorkshire	22%	18%
41.	Calderdale	43.1%	30%
42.	Kirklees	39.7%	36.5%
43.	Wakefield	46%	38.9%
44.	City of Kingston upon Hull	24.1%	26.8%
45.	Barnsley	36.7%	36.1%
46.	Doncaster	18.2%	17.3%
47.	North Lincolnshire	25.5%	17.9%
48.	North East Lincolnshire	32%	27.5%
49.	Sheffield	32.7%	21.9%
50.	Rotherham	23.3%	19.5%

4. EAST MIDLANDS

2017



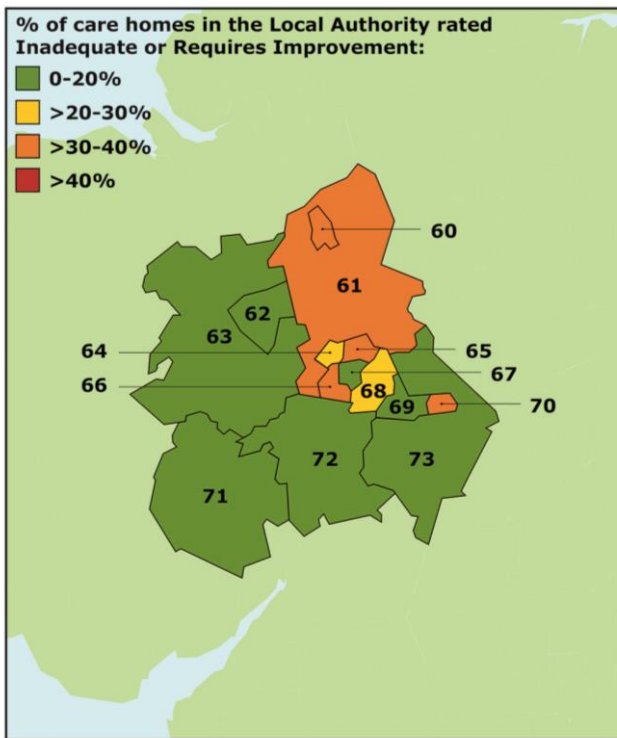
2018



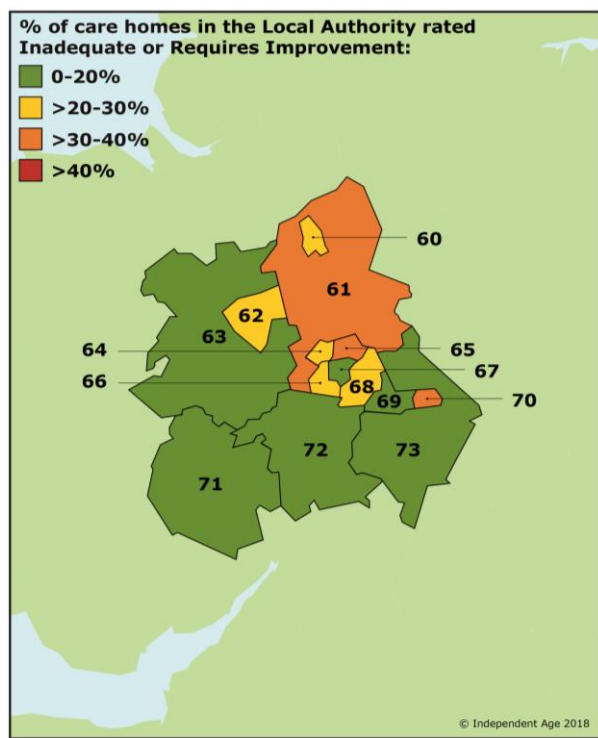
		2017	2018
51.	Derbyshire	23.2%	20.9%
52.	Nottinghamshire	24.6%	18.7%
53.	Lincolnshire	28.9%	21.1%
54.	Nottingham	28.2%	18.9%
55.	Derby	35.6%	30.9%
56.	Leicestershire	28.4%	14.1%
57.	Leicester	27.2%	15.2%
58.	Rutland	0%	0%
59.	Northamptonshire	11.5%	12.3%

5. WEST MIDLANDS

2017



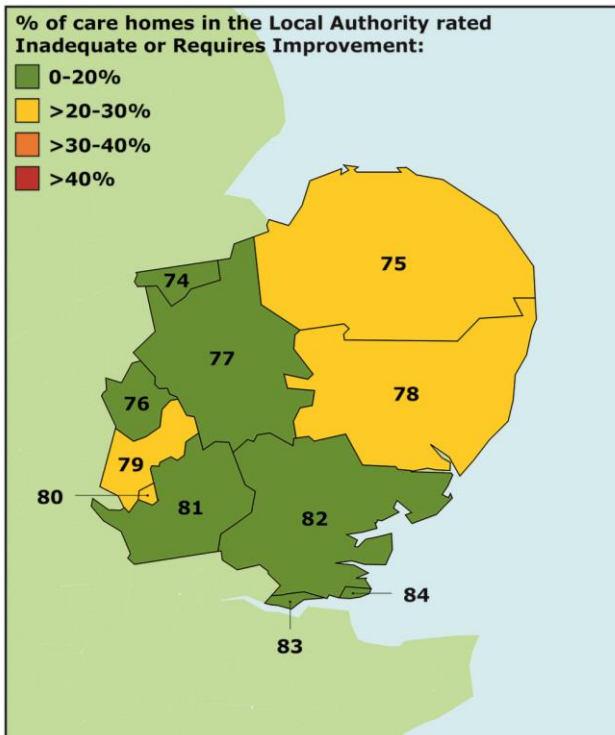
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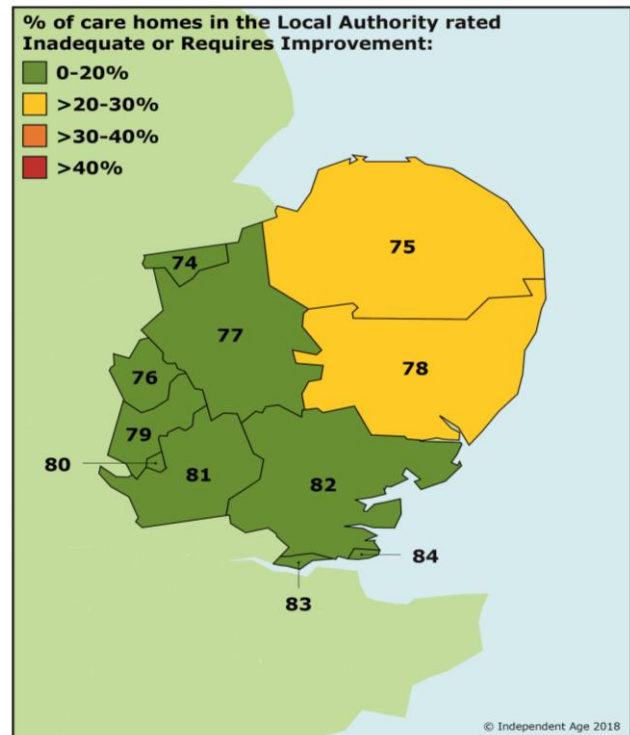
		2017	2018
60.	Stoke-on-Trent	30.6%	27.3%
61.	Staffordshire	31.4%	33.3%
62.	Telford and Wrekin	8.9%	20.5%
63.	Shropshire	14.4%	7.8%
64.	Wolverhampton	24.6%	21%
65.	Walsall	39.6%	37.3%
66.	Dudley	33.3%	23.3%
67.	Sandwell	19.8%	16.7%
68.	Birmingham	26.9%	25.9%
69.	Solihull	19.0%	17.5%
70.	Coventry	34.3%	30.6%
71.	Herefordshire	11.3%	10.8%
72.	Worcestershire	10.8%	11.4%
73.	Warwickshire	15.8%	13.9%

6. EAST OF ENGLAND

2017



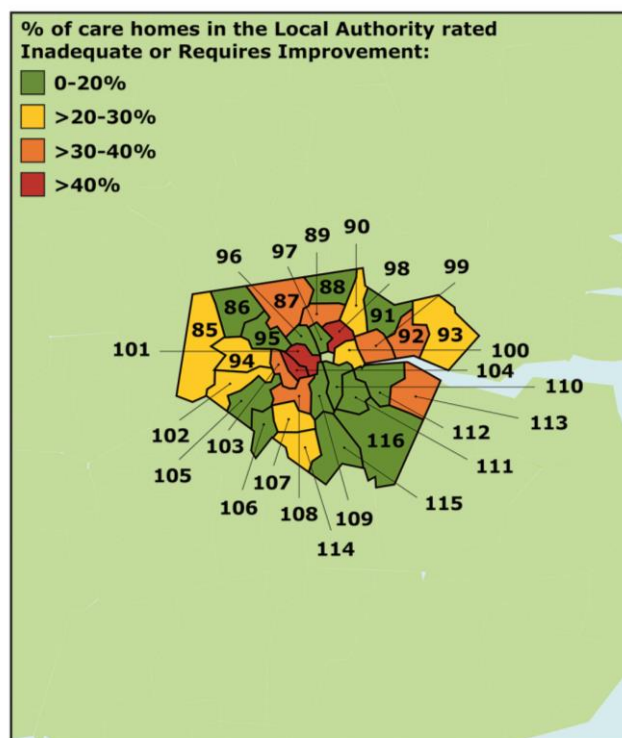
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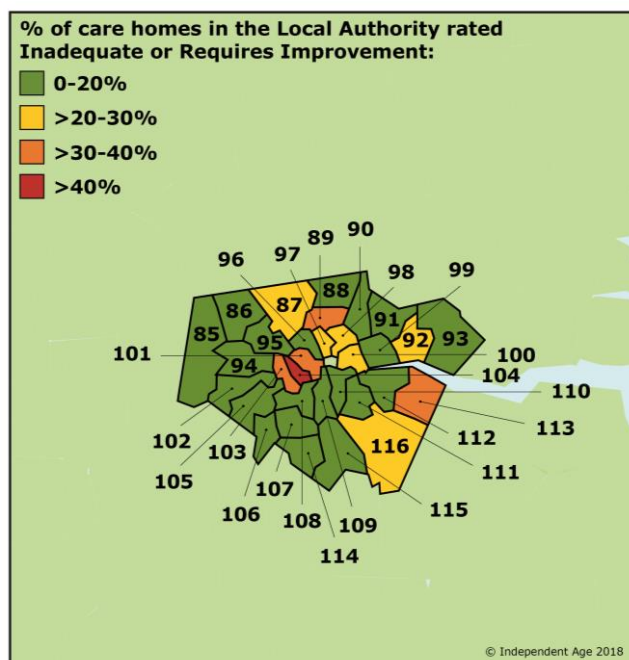
		2017	2018
74.	Peterborough	10%	6.3%
75.	Norfolk	29.7%	26.1%
76.	Bedford	9.5%	12%
77.	Cambridgeshire	13.6%	8.2%
78.	Suffolk	29.2%	23.9%
79.	Central Bedfordshire	24.6%	9.1%
80.	Luton	20.5%	10.5%
81.	Hertfordshire	19.5%	13.8%
82.	Essex	18.9%	17.5%
83.	Thurrock	2.9%	3%
84.	Southend-on-Sea	14%	15.9%

7. LONDON

2017



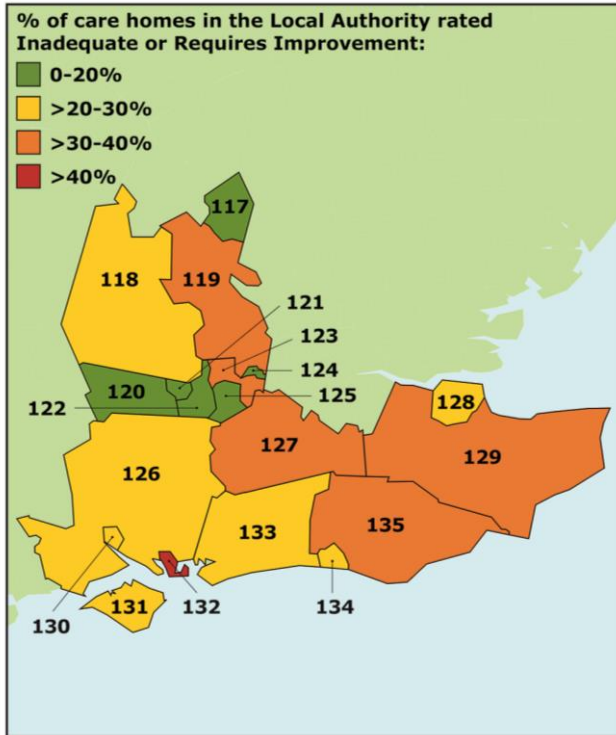
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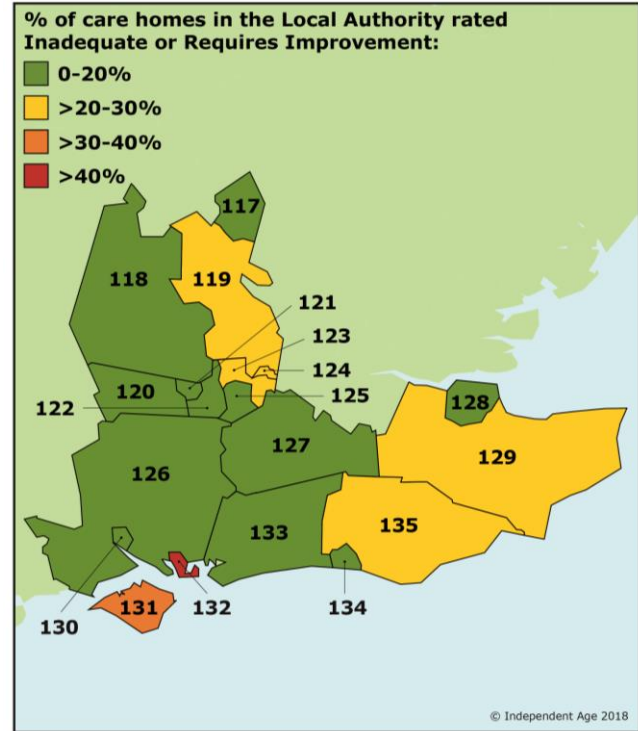
		2017	2018
85.	Hillingdon	25%	19.6%
86.	Harrow	16.4%	18.3%
87.	Barnet	31.3%	25%
88.	Enfield	18.7%	16.9%
89.	Haringey	34.8%	36.8%
90.	Waltham Forest	20.7%	12.3%
91.	Redbridge	10.4%	11.8%
92.	Barking and Dagenham	31.6%	29.4%
93.	Havering	20.6%	13.1%
94.	Ealing	27.8%	18%
95.	Brent	10.3%	15.9%
96.	Camden	8.3%	10%
97.	Islington	0%	23.5%
98.	Hackney	47.1%	23.1%
99.	Newham	30.8%	19.2%
100.	Tower Hamlets	25%	25%
101.	Westminster	41.7%	38.5%
102.	Hounslow	27.3%	19.4%
103.	Hammersmith and Fulham	30.8%	33.3%
104.	Kensington and Chelsea	50%	45.5%
105.	Richmond upon Thames	2.3%	4.7%
106.	Kingston upon Thames	13.2%	13.2%
107.	Merton	24.3%	15.8%
108.	Wandsworth	32.3%	20%
109.	Lambeth	15%	11.6%
110.	Southwark	16.7%	0%
111.	Lewisham	14%	7.7%
112.	Greenwich	19.5%	13.2%
113.	Bexley	38.7%	31.3%
114.	Sutton	22.1%	14.7%
115.	Croydon	9.2%	13%
116.	Bromley	18.9%	27.8%

8. SOUTH EAST

2017



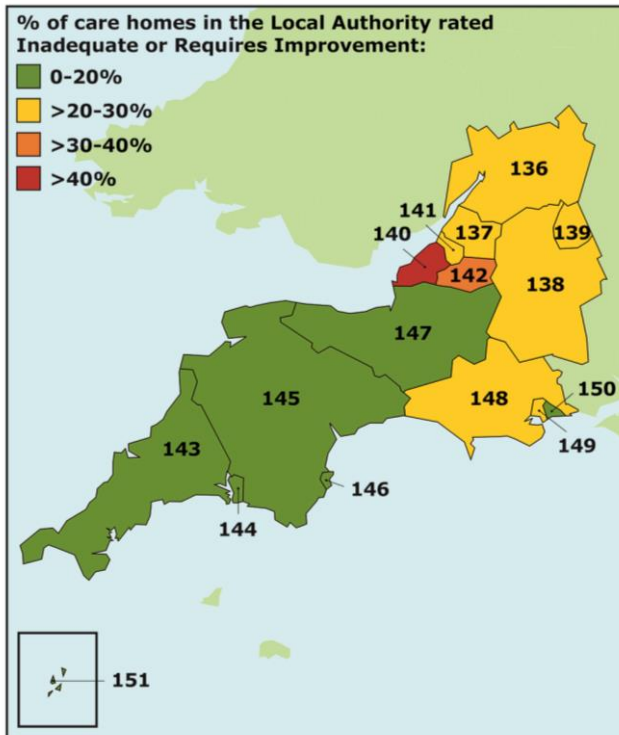
2018



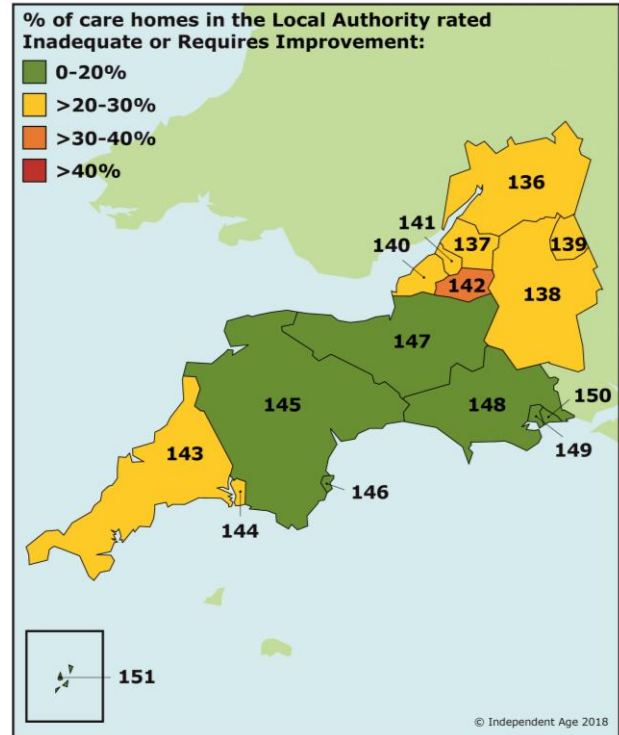
		2017	2018
117.	Milton Keynes	13.6%	6.5%
118.	Oxfordshire	20.9%	16.9%
119.	Buckinghamshire	31%	26.6%
120.	West Berkshire	10%	4.5%
121.	Reading	10.5%	0%
122.	Wokingham	6.3%	8%
123.	Windsor and Maidenhead	32.3%	23.5%
124.	Slough	7.7%	21.4%
125.	Bracknell Forest	7.7%	0%
126.	Hampshire	27%	19%
127.	Surrey	31.2%	15.3%
128.	Medway	20.8%	10.3%
129.	Kent	35.2%	26.2%
130.	Southampton	22.9%	14.8%
131.	Isle of Wight	29.6%	33.3%
132.	Portsmouth	44.8%	46.5%
133.	West Sussex	20.4%	17.3%
134.	Brighton and Hove	27%	15.8%
135.	East Sussex	38.6%	27.8%

9. SOUTH WEST

2017



2018



		2017	2018
136.	Gloucestershire	23.3%	23.2%
137.	South Gloucestershire	21.4%	20.8%
138.	Wiltshire	29.2%	29.8%
139.	Swindon	29.5%	22%
140.	North Somerset	44.7%	26%
141.	City of Bristol	30%	27.8%
142.	Bath and NE Somerset	31.6%	31.5%
143.	Cornwall	14.2%	21.7%
144.	Plymouth	17.4%	23.4%
145.	Devon	16.2%	16.5%
146.	Torbay	19%	18.6%
147.	Somerset	16%	12.7%
148.	Dorset	20.1%	14.6%
149.	Poole	23.1%	17.5%
150.	Bournemouth	10%	9.1%
151.	Isles of Scilly	0%	0%

Key

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

