# Paper 3. Regulator Quality Ratings and Care Home Residents' Quality of Life

MiCare Webinar
9th December 2020

Ann-Marie Towers – CHSS, University of Kent
Florin Vadean – PSSRU, University of Kent
Stephen Allan – PSSRU, University of Kent
Julien Forder – PSSRU, University of Kent

.

- Measuring quality of social care services
  - CQC quality ratings – adequacy of equipment, staffing, systems and processes
  - ASCOT Social Care Related Quality of Life (SCRQoL) – service user experience
- Are CQC quality ratings associated with residents' SCRQoL?
  - Towers et al. 2019; Health and Quality of Life Outcomes
  - 5 CQC Key Lines of Enquiry (KLOEs)
  - 8 ASCOT domains
- Which residents (by level of care needs) benefit more from care homes with higher quality ratings?

# DATA COLLECTION

## Using data from two studies:

- Measuring Outcomes of Care Homes study (MOOCH).
  - Funded by NIHR School for Social Care Research.
  - May 2015- Dec 2018 (fieldwork: June and December 2017)
  - Towers et al. (2019). A Cross-sectional Study exploring the relationship between regulator quality ratings and care home residents' quality of life in England. Health and Quality of Life Outcomes. https://doi.org/10.1186/s12955-019-1093-1

- Measuring and Improving Care Home Quality (MiCare HQ)
  - Funded by NIHR Health Services and Delivery Research
  - July 2017-August 2020 (fieldwork: June and December 2019)
  - Project protocol: https://njl-admin.nihr.ac.uk/document/download/2028355
  - Report submitted and in peer review.

# PROJECT TEAMS

## MOOCH (2015-2018)

Ann-Marie Towers (CHSS)

Nick Smith (PSSRU)

Sinead Palmer (PSSRU)

Grace Collins (PSSRU)

## MiCareHQ (2017-2020)

Jackie Cassell (BSMS)

Ann-Marie Towers (CHSS)

Nick Smith (PSSRU)

Stephen Allan (PSSRU)

Florin Vadean (PSSRU)

Grace Collins (PSSRU)

Stacey Rand (PSSRU)

Stefania Lanza (BSMS)

Madeline Naick (PSSRU)
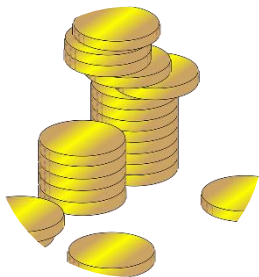
Julien Forder (PSSRU)

# PARTICIPATING HOMES

54 homes from 4 LAs in South East

30 nursing, 24 residential

Varied in size from 10 – 120 beds

Mean size = 49 beds

47 homes (87%) were private sector

7 homes (13%) were voluntary sector
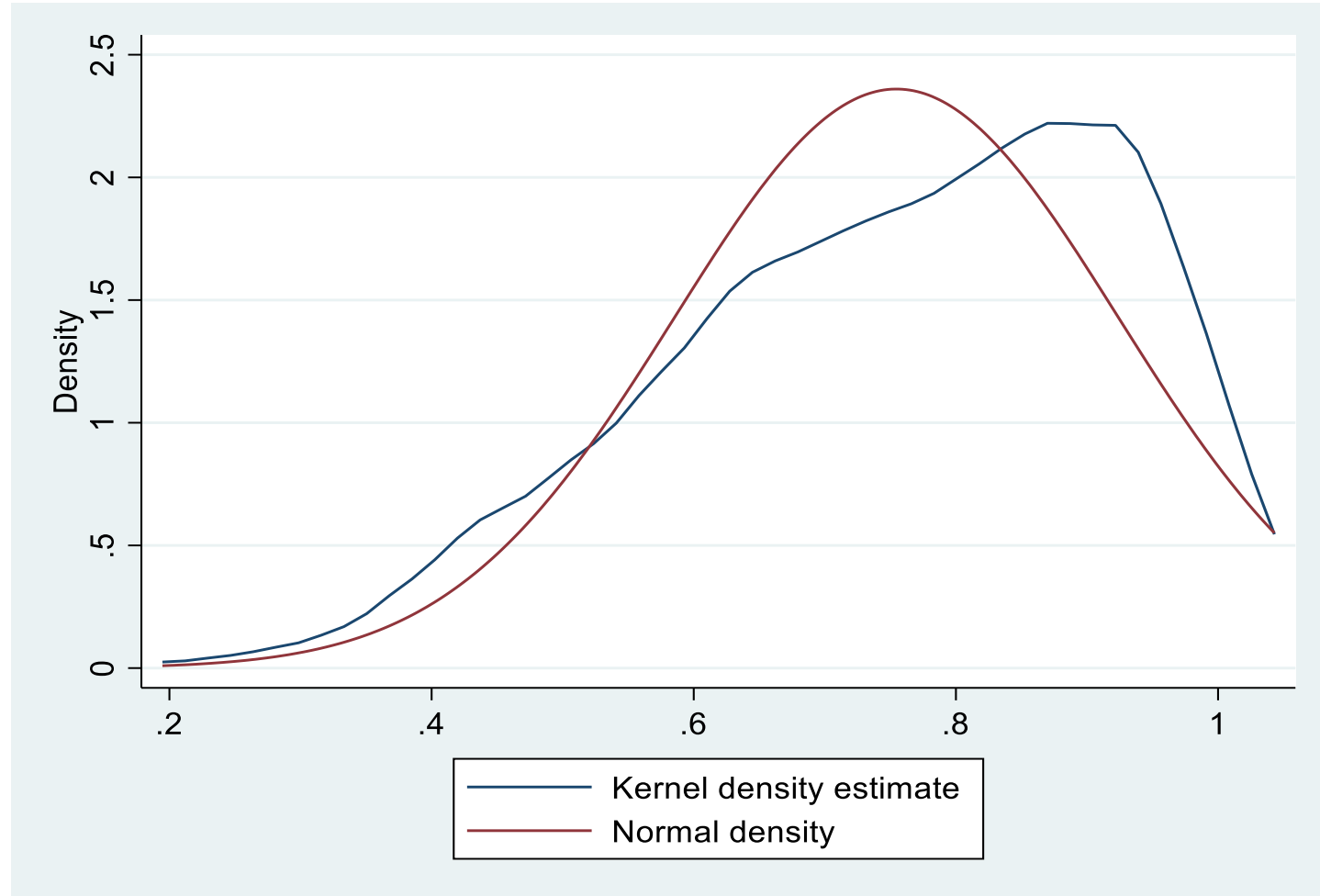
Mean weekly fee = £817

# DATA COLLECTION TOOLS

- Both studies used a cross-sectional design:
    - 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.
    - We recorded the CQC quality rating made closest to our data collection in each home
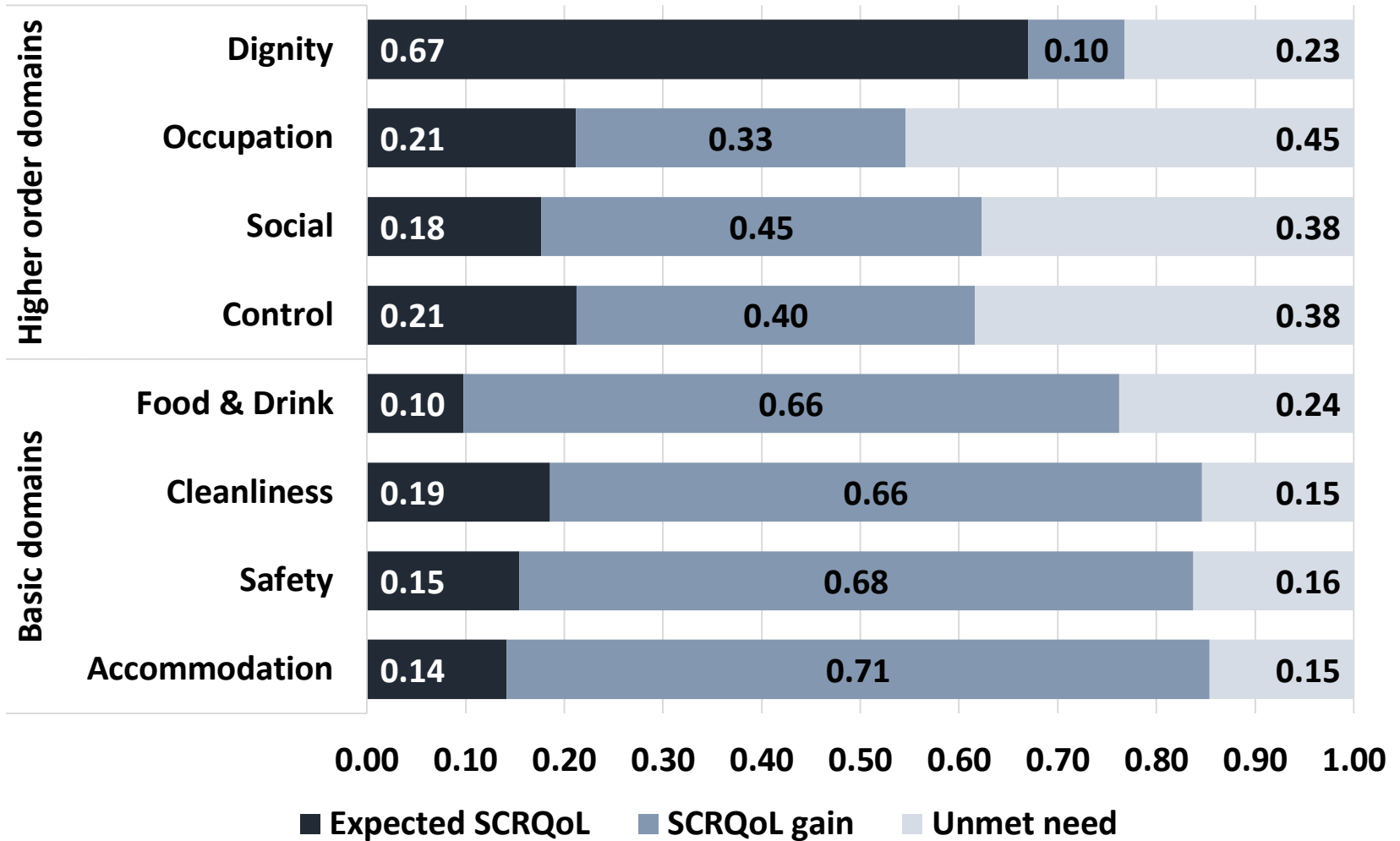
# SAMPLE CHARACTERISTICS

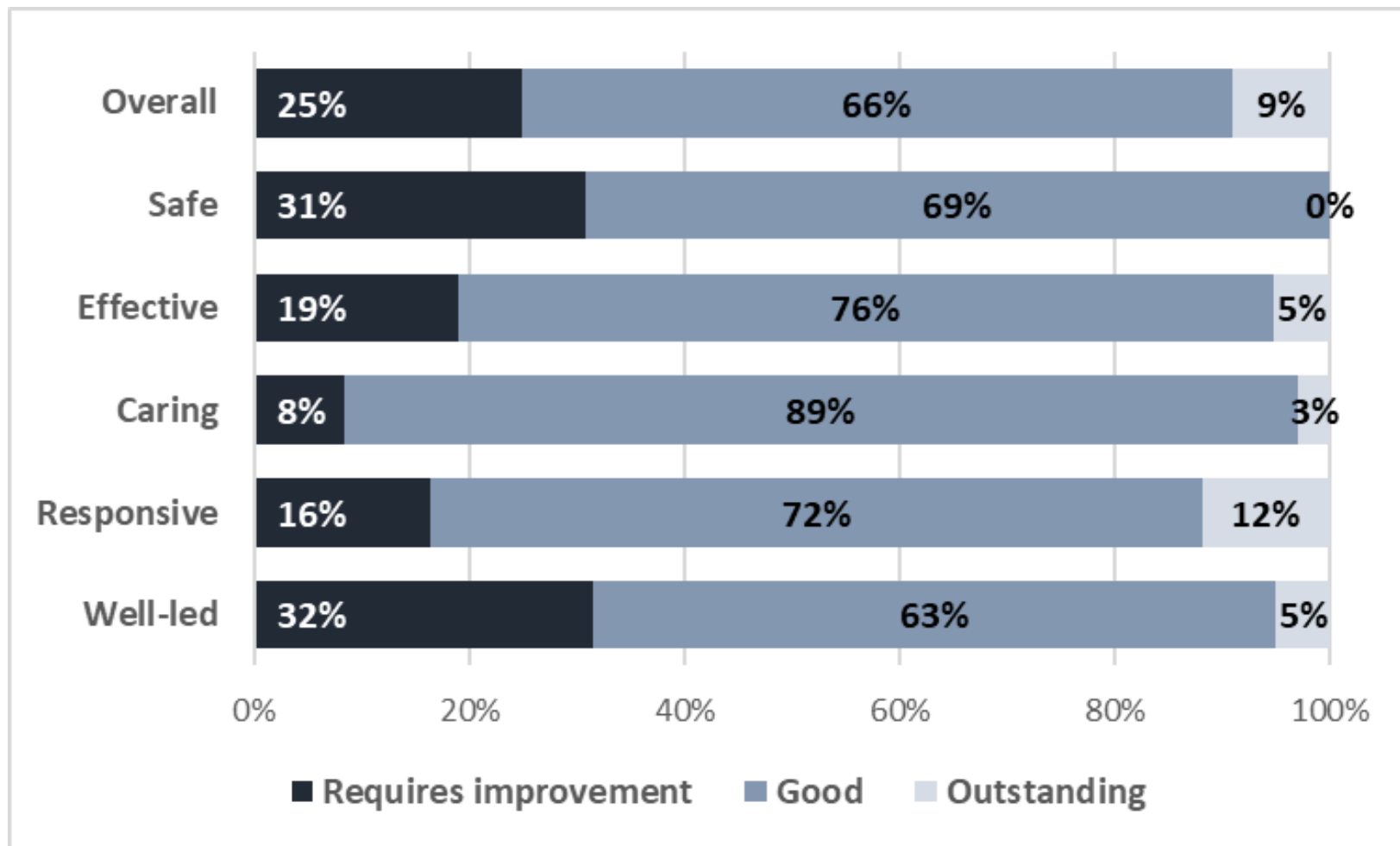|  | SAMPLE N=475 | MOOCH N=293 | MiCareHQ N=182 |
|---|---|---|---|
| Female, % (N) | 67% (472) | 67% (293) | 68% (179) |
| Mean Age (SD, N) | 84.33 (8.63, 448) | 84.63 (8.63, 273) | 83.87 (9.15, 175) |
| Dementia, % (N) | 53% (451) | 55% (275) | 49% (176) |
| Self-funded, % (N) | 49% (403) | 45% (244) | 55% (159) |
| Mean indep. ADLs (SD, N) | 3.12 (2.69, 442) | 3.40 (2.72, 271) | 2.68 (2.60, 171) |
| Mean SCRQoL (SD) | 0.75 (0.17) | 0.77 (0.16) | 0.74 (0.18) |

# ASCOT CURRENT SCRQoL SCORE

# ASCOT DOMAINS



**Higher order domains**

| Domain | Expected SCRQoL | SCRQoL gain | Unmet need |
|---|---|---|---|
| Dignity | 0.67 | 0.10 | 0.23 |
| Occupation | 0.21 | 0.33 | 0.45 |
| Social | 0.18 | 0.45 | 0.38 |
| Control | 0.21 | 0.40 | 0.38 |

**Basic domains**

| Domain | Expected SCRQoL | SCRQoL gain | Unmet need |
|---|---|---|---|
| Food & Drink | 0.10 | 0.66 | 0.24 |
| Cleanliness | 0.19 | 0.66 | 0.15 |
| Safety | 0.15 | 0.68 | 0.16 |
| Accommodation | 0.14 | 0.71 | 0.15 |

■ Expected SCRQoL   ■ SCRQoL gain   ▫ Unmet need

# CQC QUALITY RATINGS

# MULTIVARIATE REGRESSION ANALYSIS

- OLS estimations of residents QoL

- Controls:

  - Physical and cognitive impairment

  - Individual characteristics

  - Care home characteristics

  - Local area, study and fieldworker

# CQC RATINGS AND QUALITY OF LIFE

| VARIABLES | Model | | | | |
|---|---|---|---|---|---|
| | **(A)** | **(B)** | **(C)** | **(D)** | **(E)** |
| **Count of independent ADLs** | 0.010*** | | | | |
| | (0.003) | | | | |
| **Expected SCRQoL score** | | 0.235*** | 0.585*** | 0.548*** | 0.521*** |
| | | (0.045) | (0.105) | (0.118) | (0.148) |
| **Expected SCRQoL score (squared)** | | | -1.365*** | -1.297*** | -1.240*** |
| | | | (0.390) | (0.472) | (0.436) |
| **Expected SCRQoL score (cubed)** | | | 1.058*** | 1.033** | 0.997** |
| | | | (0.357) | (0.443) | (0.379) |
| **Funding: Part private, part public** | | | | -0.046 | |
| | | | | (0.039) | |
| **Funding: Wholly private** | | | | -0.019 | |
| | | | | (0.024) | |
| **MDSCPS: Borderline/Mild impairment** | -0.058*** | -0.032* | -0.029 | -0.036** | -0.029* |
| | (0.018) | (0.018) | (0.018) | (0.018) | (0.017) |
| **MDSCPS: Moderate mild/Moderate severe impairment** | -0.075*** | -0.039* | -0.024 | -0.031 | -0.024 |
| | (0.022) | (0.023) | (0.022) | (0.024) | (0.022) |
| **MDSCPS: Severe/Very severe impairment** | -0.138*** | -0.104*** | -0.077** | -0.094** | -0.075** |
| | (0.032) | (0.034) | (0.033) | (0.036) | (0.033) |
| **Overall CQC rating: Good/Outstanding** | 0.090** | 0.080** | 0.064* | 0.062* | 0.091** |
| | (0.035) | (0.036) | (0.035) | (0.034) | (0.040) |
| **Overall CQC rating: Good/Outstanding x low care needs** | | | | | -0.057 |
| | | | | | (0.034) |
| **Observations** | 419 | 431 | 431 | 386 | 431 |
| **R-squared** | 0.343 | 0.360 | 0.383 | 0.375 | 0.389 |

Other included covariates are: age group, gender, ethnicity, cognitive preformence (i.e. MDCPS), care home type, sector, care home capacity as well as local authority district, study, and fieldworker dummies

# KEY LINES OF ENQUIRY AND ASCOT DOMAINS

- Overall CQC ratings mainly related to outcomes on higher order domains (e.g. *Control over daily* life and *Social participation*)

- *Caring* and *Well-led* most related to SCRQoL:
  - *Caring* (residents treated with compassion, kindness, dignity, respect) strongly related to ASCOT higher order domains – stronger effects for low need residents
  - *Well-led* particularly associated with SCRQoL for high needs residents - good management important to generating good outcomes for those with highest needs

# LIMITATIONS

- Analysis restricted to homes in the South East of England

- High number of self-funders in MiCareHQ sample

# DISCLAIMERS