

The quality and capacity of adult social care services

An overview of the adult social care market in
England 2008/09



CQC ratings
Building a picture of the
quality of health and
adult social care

About the Care Quality Commission

The Care Quality Commission is the independent regulator of health and adult social care services in England. We also protect the interests of people whose rights are restricted under the Mental Health Act.

Whether services are provided by the NHS, local authorities, or private or voluntary organisations, we make sure that people get better care. We do this by:

- Driving improvement across health and adult social care.
- Putting people first and championing their rights.
- Acting swiftly to remedy bad practice.
- Gathering and using knowledge and expertise, and working with others.

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Summary

Introduction

This report describes both the quality and capacity of the adult social care market in England. It is based on information that the Care Quality Commission (CQC) holds about the services that it regulates. These services are used by people who pay for their own care as well as by those whose care is funded by their local authority.

We regulate care homes, home care agencies, nursing agencies, and shared lives schemes (formerly known as adult placement schemes).

The quality of adult social care

The results of our assessments show that the quality of social care is improving. Between May 2008 (when quality ratings were introduced) and April 2009, the proportion of services rated as good or excellent rose from 69% to 77%.

Services run by councils or the voluntary sector performed best. Council services had the largest proportion of good and excellent ratings (87%), closely followed by voluntary run services (86%). Seventy-four percent of privately run services had good or excellent ratings.

Care homes for younger adults had a higher proportion of good and excellent ratings than homes for older people (82% compared to 76%).

Performance against the national minimum standards rose for the sixth consecutive year for all service types. In addition, the percentage of standards exceeded (score 4) had continued to increase and the percentage of failures with major shortfalls (score 1) has continued to decrease.

Care homes for older people have made the largest improvement, meeting a quarter more standards in 2009 than in 2003. Care homes for younger adults have made a similar improvement, meeting 24% more standards on average. However, care homes overall met fewer standards on average than the other service types.

Care homes for older people performed least well against the standards on record keeping (67% were meeting or exceeding the standard); service user plans (69%); medication (70%) and staff supervision (71%). A fifth of homes were not meeting the standard for social contact and activities and performance in this area has improved the least since 2003, rising by only 8%.

Home care agencies have shown significant improvement against the standards on protection (87% were meeting or exceeding the standard), supervision (80%) and service user plans (75%), with around a third more agencies meeting

the requirements in 2009 than in 2005. But despite these improvements, supervision remains one of the poorest areas of performance for agencies and the standard for service user plans remains the one against which they perform worst.

Shared lives schemes performed best against the national minimum standards – on average they met 93% of their standards.

Services run by voluntary organisations performed better against national minimum standards than those run by other types of organisation.

Capacity in the adult social care market

On 31 March 2009 there were 24,374 regulated adult social care services, 85 more services than at the same time in 2008.

The majority of social care services that CQC regulates are care homes and most of these are run by private owners. The private sector also runs the largest proportion of home care agencies and nursing agencies. Shared lives schemes, on the other hand, are usually owned by local authorities.

The number of places available in care homes rose between 31 March 2008 and 31 March 2009, after falling each year between 2004 and 2008. However, this growth in places was confined to nursing homes, with places in residential homes falling between 31 March 2008 and 31 March 2009.

Residential homes (18.4 places on average) are much smaller than nursing homes (45.5 places). Forty-two percent of residential homes have fewer than 10 places. Care homes for younger adults are also much smaller (9.7 places on average) than care homes for older people (35.5 places).

There are more care home places available per population for older people in the North of England. Provision for younger adults is greater in the South of England.

Residential homes remain the major providers of social care, but the market is increasingly shifting away from this type of provision to specialist nursing home care and to home care agencies providing care to individuals in their own homes. In terms of the social care market, the relative importance of home care agencies is greatest in London.

Introduction

Since 1 April 2009 the Care Quality Commission (CQC) has been responsible for regulating adult social care in England. This means that most organisations that provide social care to adults must be registered by us, under the Care Standards Act 2000, Health and Social Care (Community Health and Standards) Act 2003, and the Health and Social Care Act 2008. A few types of services are exempt from registration – for example, those that provide supported living arrangements.

In this report we describe the quality and capacity of the adult social care market in England. Our findings are based on information that we hold about the services we regulate. This includes the data that our predecessor, the Commission for Social Care Inspection, collected about adult social care services until 31 March 2009.

The social care services that we regulate are used by people who fund their own care, as well as by people whose care is funded by their local authority. They include care homes, home care agencies, nursing agencies, and shared lives schemes (formerly known as adult placement schemes). We therefore have a comprehensive dataset about adult social care services.

The quality ratings system

Because the national minimum standards focus on processes rather than outcomes for people, the Commission for Social Care Inspection started to introduce a quality ratings system in 2007. This system is designed to give a more rounded assessment of services than is possible using the national minimum standards alone.

The Commission for Social Care Inspection first published services' quality ratings in May 2008, to give the public a simple, clear indication of how adult social care services are performing. Under the quality ratings system, services are classified as:

3 stars – excellent

2 stars – good

1 star – adequate

0 stars – poor

When deciding a service's rating, we look at:

- Feedback from interviews with staff and the people who are using the service.
- Information given to CQC by the care service.
- The results of surveys filled in by people using the service, their relatives and other professionals involved in their care.
- The findings of a key inspection, at which we look at every aspect of a service and which is usually unannounced.
- Information we hold about the history of the service.

National minimum standards

Each type of adult social care service has its own set of national minimum standards, each of which represents the level of good practice which the service should be meeting.

We give services a score of 1, 2, 3 or 4 for their performance against each standard inspected. The definition of these scores is:

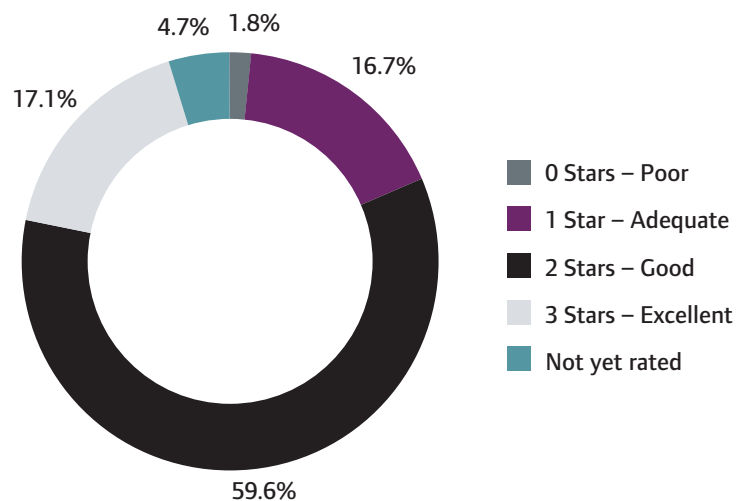
- 1 – Not meeting standard with major shortfalls
- 2 – Not meeting standard with minor shortfalls
- 3 – Meeting standard
- 4 – Exceeding standard

The quality of adult social care

This section presents our findings about the quality of adult social care services, including information about services' performance by type of ownership and type of care provided.

Performance against quality ratings

Figure 1:
Distribution of quality ratings in April 2009



Overall performance

In May 2008, when quality ratings were first published, just over two-thirds (69%) of services were rated as good or excellent. By April 2009, this had risen to 77%. The proportion of excellent services rose by 4% between May 2008 and April 2009 to 17%.

The proportion of services rated as poor has not reduced significantly since May 2008 (2% in April 2009 compared with 3% in May 2008). However, the proportion of adequate services dropped from just under a quarter (24%) in May 2008 to 17% in April 2009.

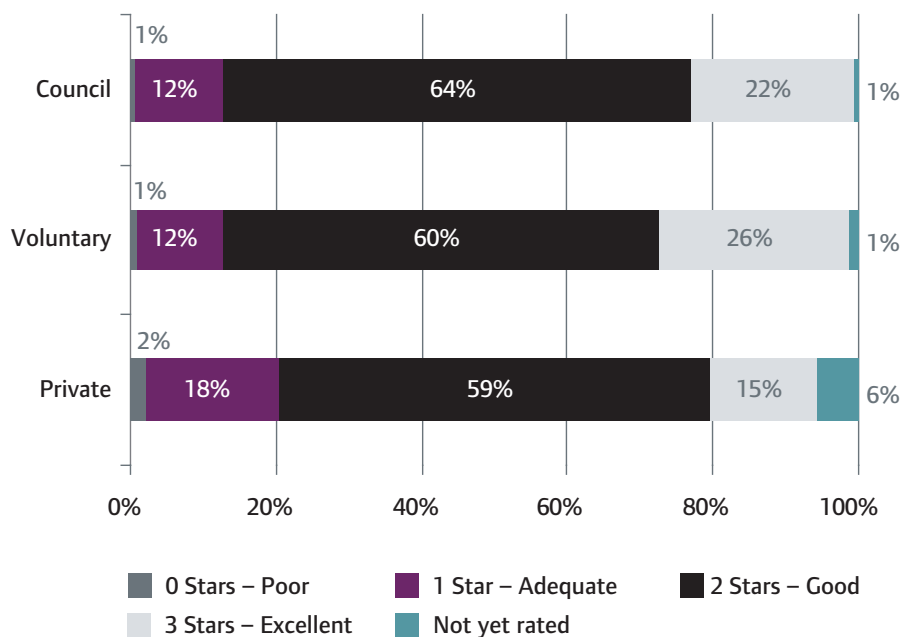
In Figure 1, new services that have not yet received their first inspections are shown as 'Not yet rated'. An additional category, 'Rating suspended', refers to services undergoing enforcement proceedings. In April 2009, 20 services (0.08%) were in this category, which is not shown in the charts in this section as such a small percentage would not be visible.

Performance by type of owner

In May 2008, services run by the voluntary sector had the highest proportion (80%) of good and excellent ratings. However, by April 2009, services run by councils had the highest proportion of good and excellent ratings (87%, up from 79% in 2008), and 86% of voluntary run services were rated good or excellent.

In April 2009 privately run services had a significantly smaller proportion of good and excellent ratings (74%) than services with other types of owners. However, this was an improvement on their proportion in May 2008 (66%).

Figure 2:
Distribution of quality ratings by ownership type*

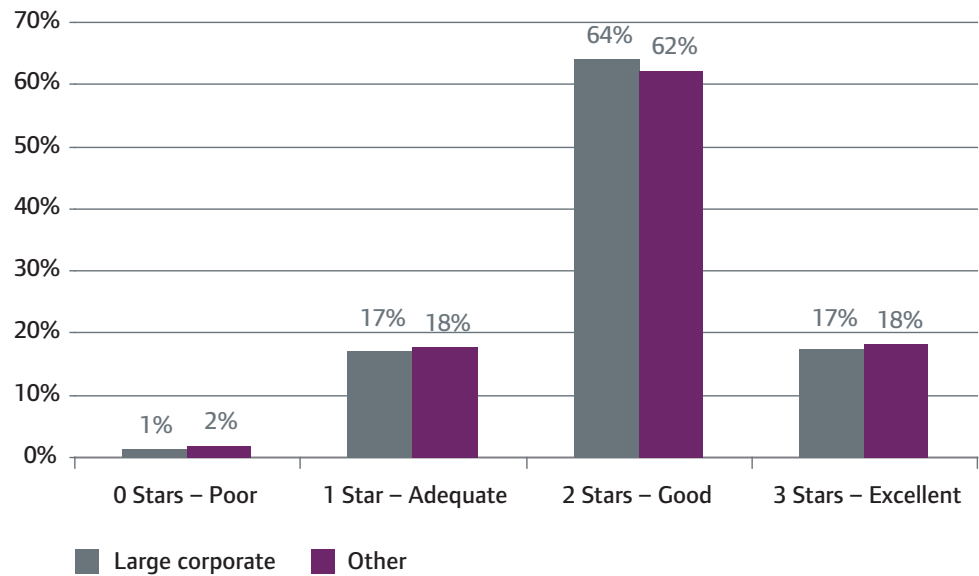


Overall, in 2009, services run by councils have performed slightly better than those run by the voluntary sector, and the private sector has performed least well. However, in the 11 months since quality ratings were introduced, all sectors had a significant increase (between 6% and 8%) in the percentages of good and excellent rated services.

* NHS services run by the NHS and organisations who define themselves as 'other' have not been included in this chart, because of their relatively small number.

Figure 3

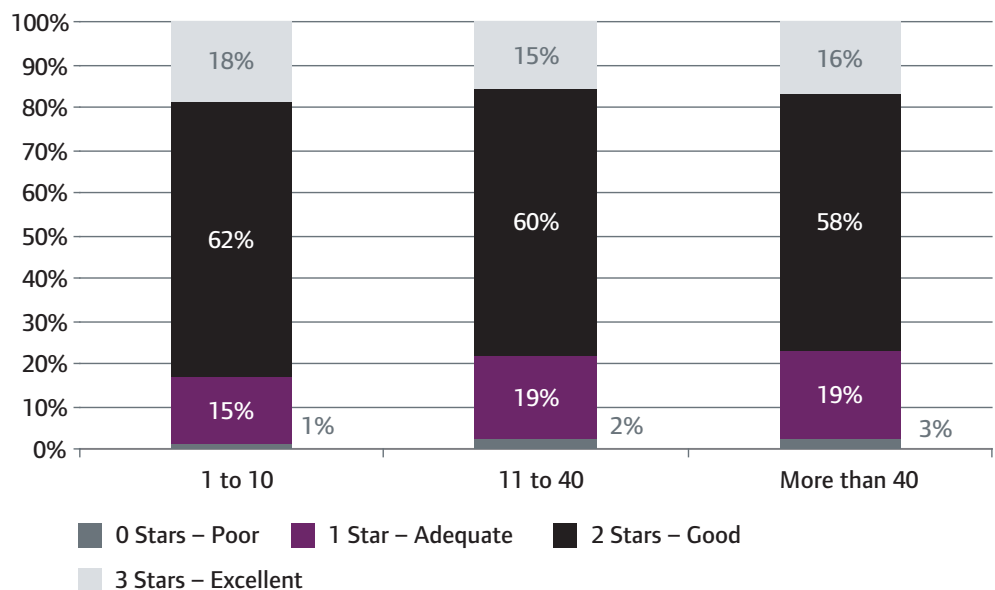
Distribution of quality ratings – large corporate providers compared to other types



Services run by large corporate providers are slightly more likely to be rated as good or excellent (81% against 80%) and slightly less likely to be rated as poor or adequate (18% against 20%). However, these differences are not large enough to indicate that their services are providing a better quality of service than those run by smaller organisations – particularly as a slightly higher proportion of non-corporate providers have achieved an excellent rating.

Figure 4

Distribution of quality ratings by size of care home



Smaller care homes are more likely to be rated good or excellent – we gave eighty percent of small care homes such ratings, compared with 75% of medium-sized homes and 74% of large homes.

Performance by type of service

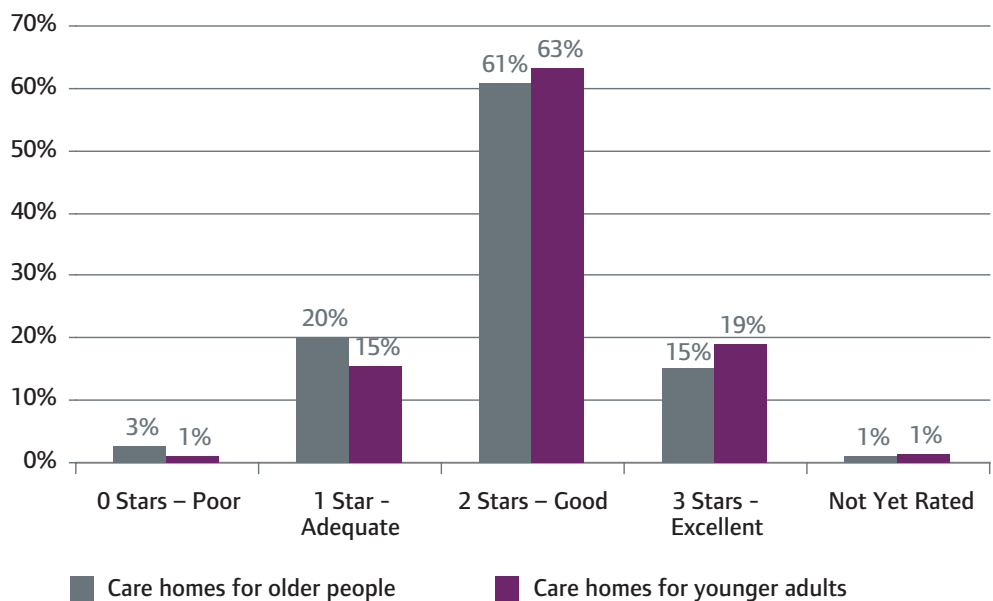
Care homes

Care homes are classified as being for younger adults or for older people depending on the set of national minimum standards against which they are inspected. This is based on the numbers of older people (aged 65+) or younger adults (aged 18–64) resident at a home at the time of inspection.

Care homes for younger adults are more likely to be rated good or excellent (82%) than care homes for older people (76%). However, the rate of improvement is greater for care homes for older people – 9% more of them were good and excellent in April 2009 than in May 2008, compared with an increase of 6% for homes for younger adults.

Figure 5

Comparison of quality ratings for care homes for older people and for younger adults – April 2009



Between May 2008 and April 2009, the percentage of homes for older people that were rated poor fell by more than a third, and the percentage of homes for younger adults rated poor fell by nearly a half. In the same period the proportion of homes of both types with an adequate rating fell by more than a quarter.

Nursing agencies

Nursing agencies provide a variety of staff to care homes and hospitals and introduce nurses to people who purchase their own care.

Figure 6
Quality ratings of nursing agencies

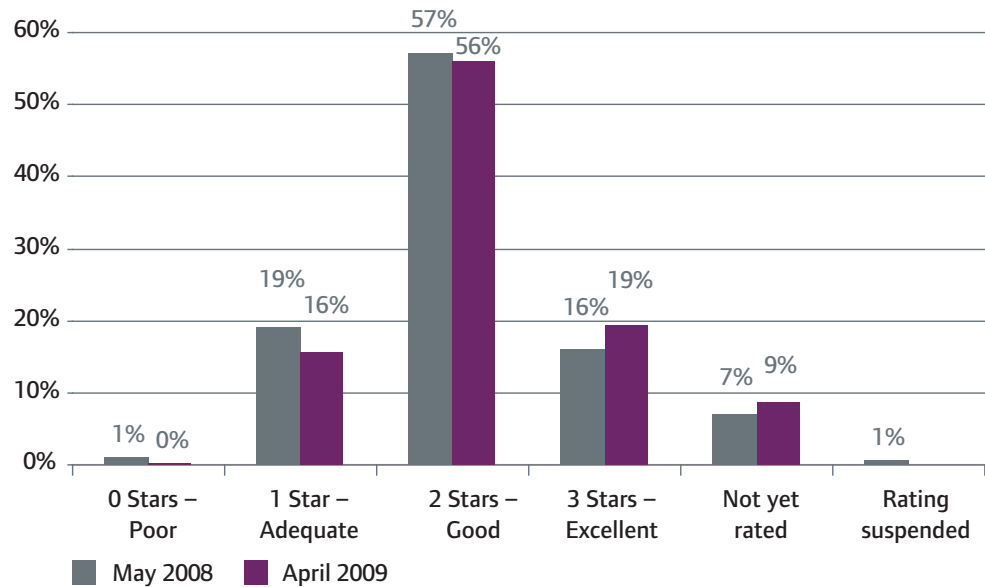
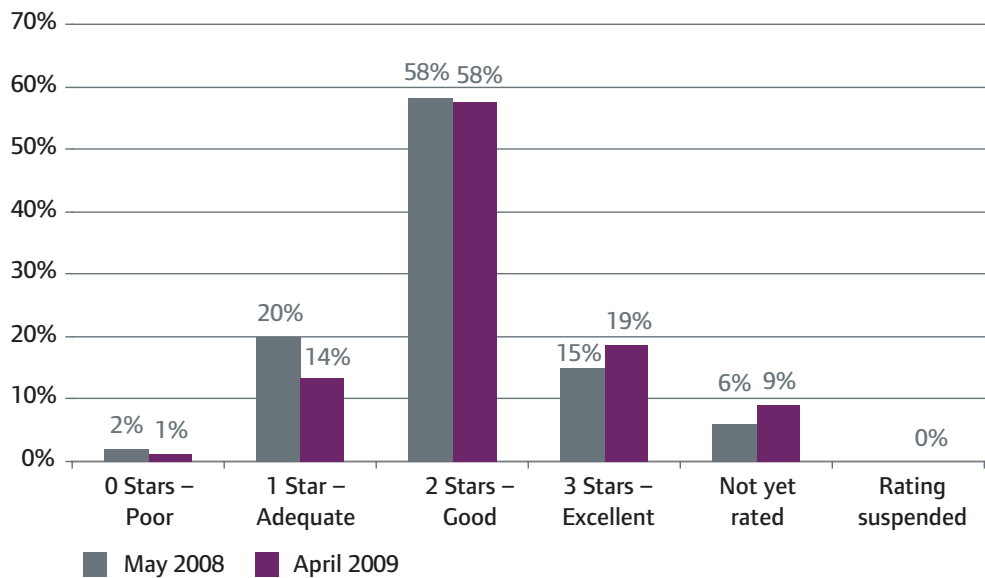


Figure 6 shows the differences in ratings of nursing agencies in April 2009 compared with May 2008. In April 2009 three-quarters (75%) of nursing agencies were rated as good or excellent – a 2% improvement since May 2008. Interestingly there has been a drop in services rated good, but a 3% increase in excellent. The proportion of poor and adequate services has dropped from 20% to 16%.

Home care agencies

Home care agencies arrange for professional care to be provided to people in their own homes. They include employment agencies which introduce care workers to people purchasing their own care.

Figure 7
Quality ratings of home care agencies



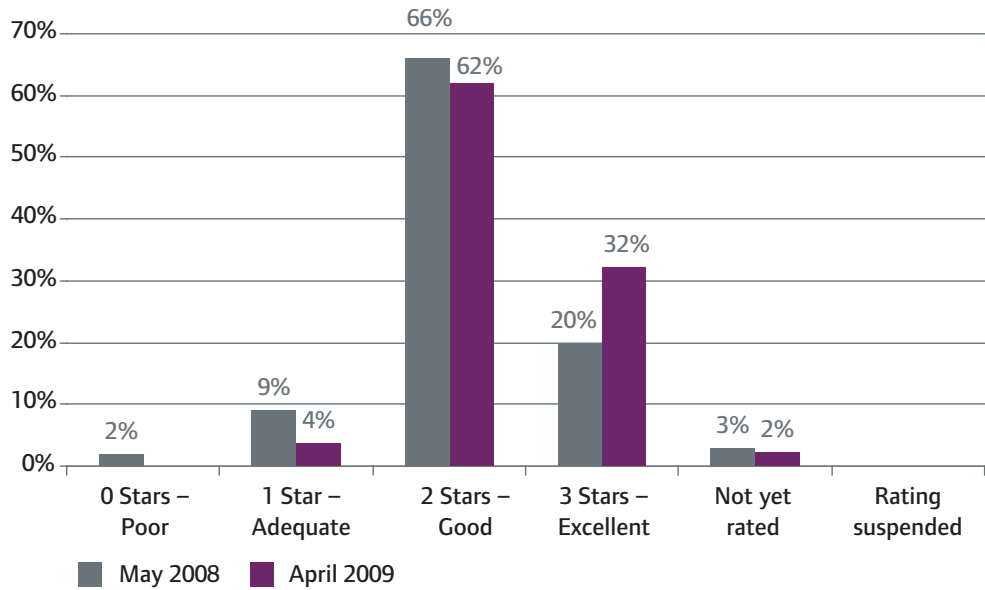
The proportion of home care agencies rated good or excellent rose slightly from 73% in May 2008 to 76% in 2009. The proportion of good services dropped very slightly (0.1%) while the proportion of excellent services rose by 4%.

The most significant change was in the proportion rated adequate, which had fallen by 6% by April 2009.

Shared lives schemes

In shared lives schemes, the person using the service and their carer share day-to-day life. These schemes recruit individuals, couples or families who can offer people a family environment. This can be a short- or long-term arrangement, or one based on daytime support in the home or in the community.

Figure 8
Quality ratings of shared lives schemes



Among all of the different types of social care services that we regulate, shared lives schemes have achieved the highest proportion of good or excellent ratings (94%). We rated nearly a third (32%) of these schemes excellent. By April 2009 there were none with a poor rating and the proportion that we rated adequate had fallen by half.

Performance against national minimum standards

Overall performance

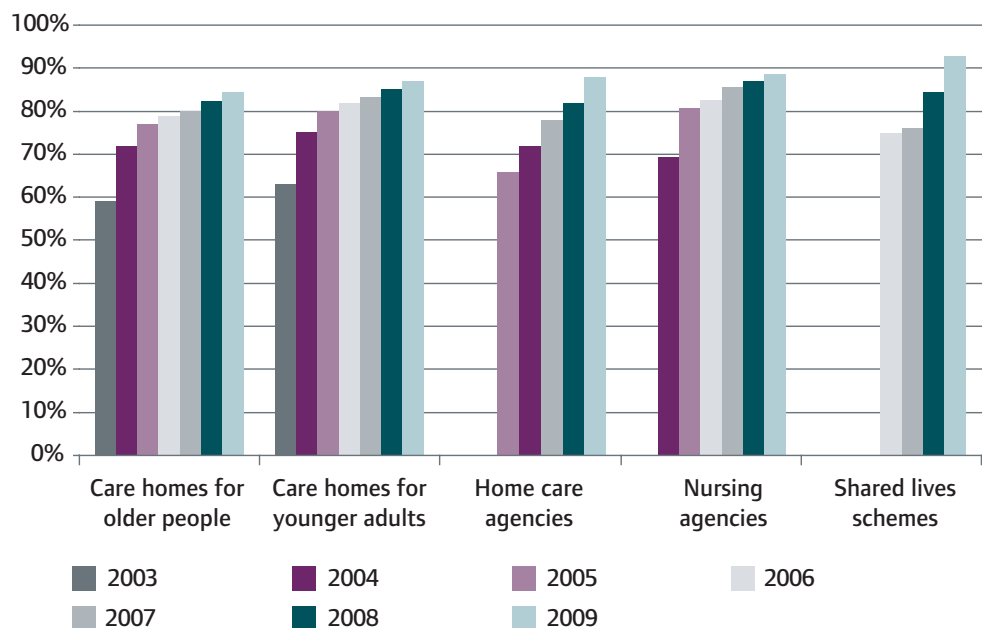
Performance against the national minimum standards has risen for the sixth consecutive year*. Since 2005, the annual rate of improvement for care homes has been around 2%. For home care agencies, it has been around 5%. Nursing agencies met an average of 3% more standards each year and shared lives schemes have improved by around 8% since 2007.

Care homes for older people have made the largest improvement, meeting a quarter (25%) more standards in 2009 than in 2003. Care homes for younger adults have made a similar improvement, meeting 24% more standards on average. However, care homes for both age groups met fewer standards on average than the other service types.

Shared lives schemes were the highest performers overall, meeting 93% of their standards on average.

Figure 9

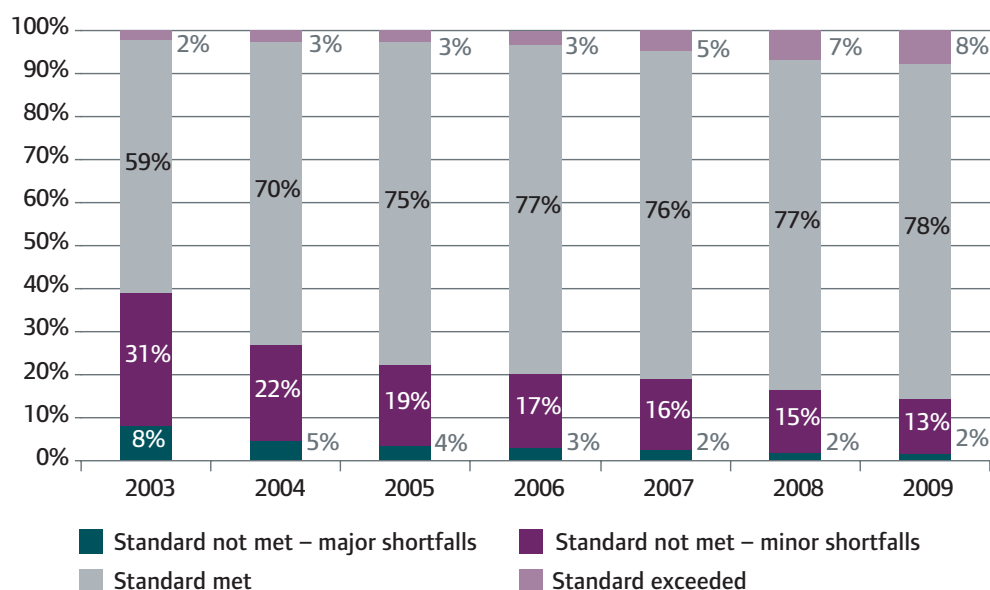
Average percentage of national minimum standards met/exceeded by service type by year



* Nursing agencies were first inspected against NMS in 2003, home care agencies in 2004 and shared lives schemes in 2005. NMS data presented here relates to the most recent time each standard was inspected and not necessarily the most recent inspection as not all standards are scored at every inspection.

The percentage of standards being exceeded (score 4) increased to 8% – a 1% increase on the 2008 figure, and 5% more than in 2003. The number of standards not being met with major shortfalls (score 1) has decreased from 8% in 2003 to 2% in 2009. However, this improvement is slowing down – the proportion of standards judged to be a score 1 had reduced by only 0.3% since 2008.

Figure 10
Distribution of scores for national minimum standards by year

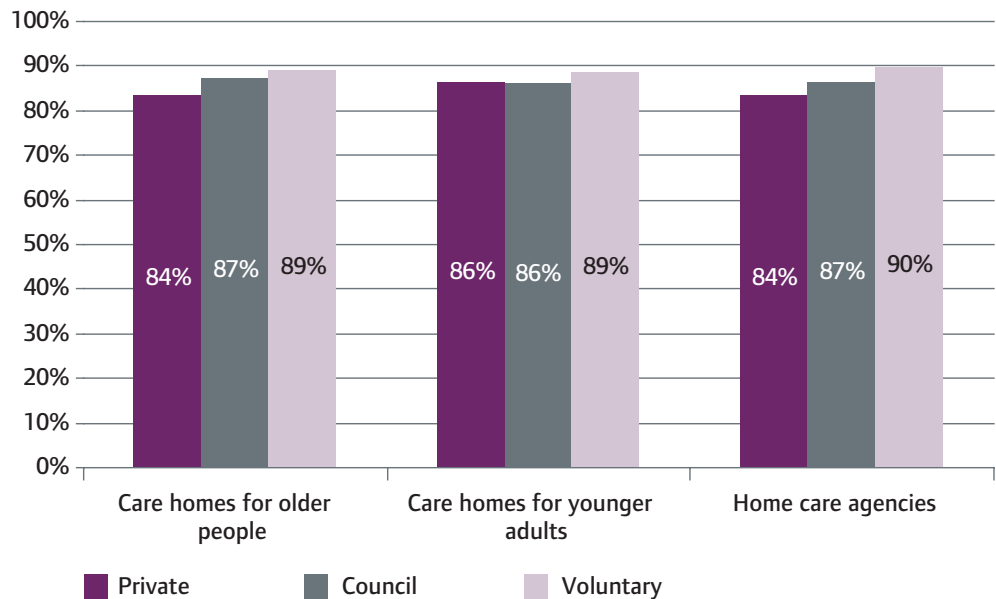


Performance by type of owner

Services run by voluntary organisations perform better against the national minimum standards than those run by other types of organisation. This has remained the case since 2003. The gap in performance between voluntary run and privately run organisations is most pronounced for care homes for older people and home care agencies, where the difference is around 6%. Each year, privately run care homes for younger adults met around 2% fewer standards than voluntary run homes.

Figure 11

Average percentage of national minimum standards met by ownership type*



Performance by type of service

Care homes for older people

Care homes for older people have been inspected against the national minimum standards since April 2002, and the first set of scores were available in April 2003. Since then, these homes have gone from meeting 59% of standards to meeting 84% on average.

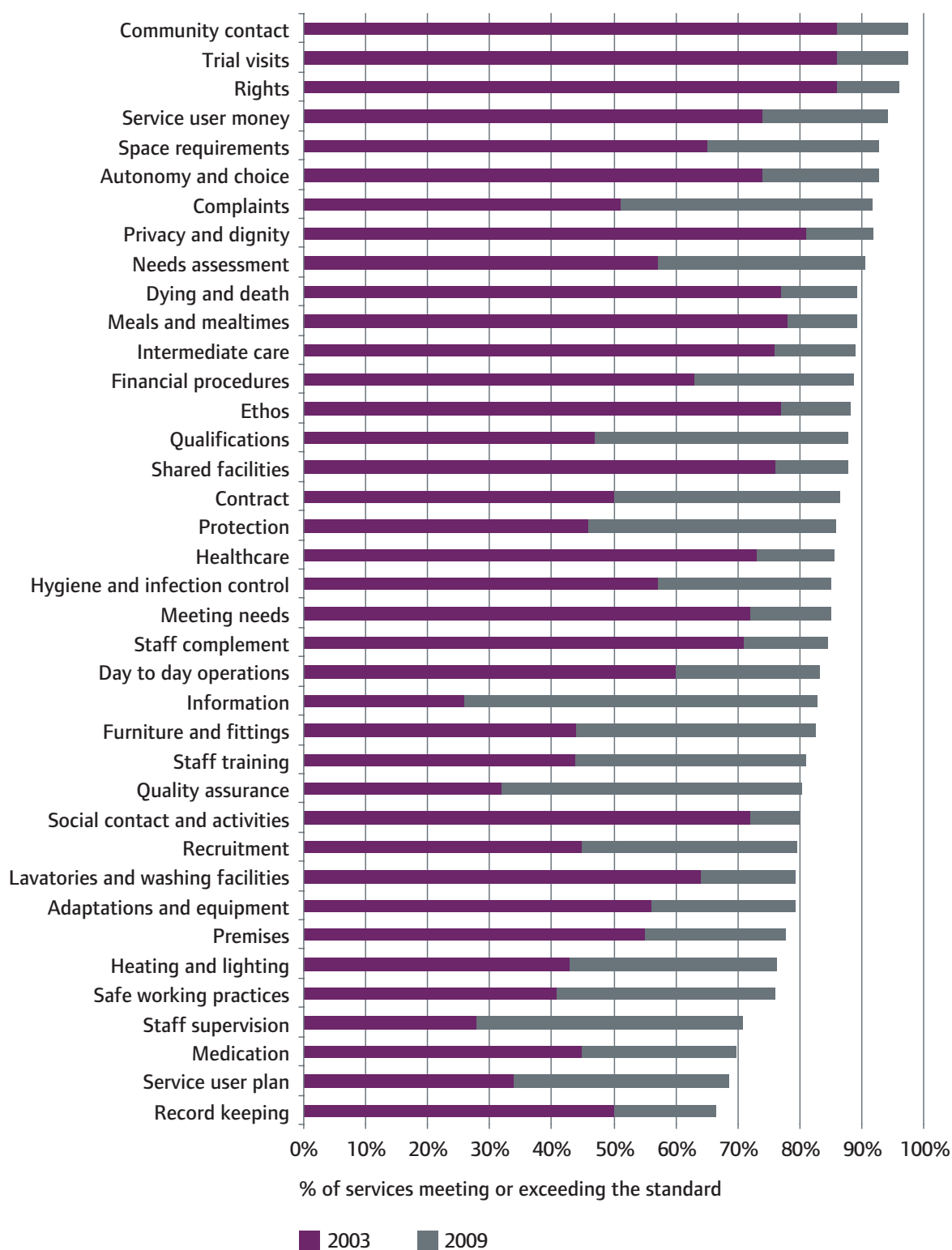
Figure 12 shows how care homes for older people have improved against each standard since 2003. The areas of care in which they have improved the most are: information (rate of compliance up by 57%), quality assurance (by 48%), and staff supervision (by 43%). The areas where they have performed best include: community contact (98% met or exceeded the standards), trial visits (98%), rights (96%), service user money (94%) and space requirements (93%).

Care homes for older people perform least well against the standards for record keeping (67%), service user plans (69%), medication (70%) and staff supervision (71%). A fifth of homes were not meeting the social contact and activities standard and performance in this area has improved the least since 2003, rising by only 8%.

* As the majority of shared lives schemes are run by councils and most nursing agencies are privately run, these are not included in Figure 11 as a comparison would not be meaningful.

Figure 12

Improvement in percentage of care homes for older people meeting each standard since the introduction of the national minimum standards



Care homes for younger adults

The percentage of national minimum standards met by care homes for younger adults has risen by just over a fifth (22%) since 2003. Figure 13 shows the improvement made against each standard.

As with care homes for older people, information is the standard against which the greatest improvement has been made. Nearly two-thirds (63%) more homes met this standard in 2009 than in 2003. Care homes for younger adults perform slightly better against this standard than care homes for older people.

Care homes for younger people have significantly improved their quality assurance, with 48% more homes meeting this standard in 2009 than in 2003. The standard is designed to ensure that homes use the views of residents when measuring how successfully their services are meeting objectives. But while this improvement is encouraging, a fifth (20%) of homes were still not meeting this standard.

Performance against the standard for residents' contracts has improved by 46% since 2003. And residents' complaints are generally being dealt with more effectively – 44% more homes met the concerns and complaints standard than in 2003.

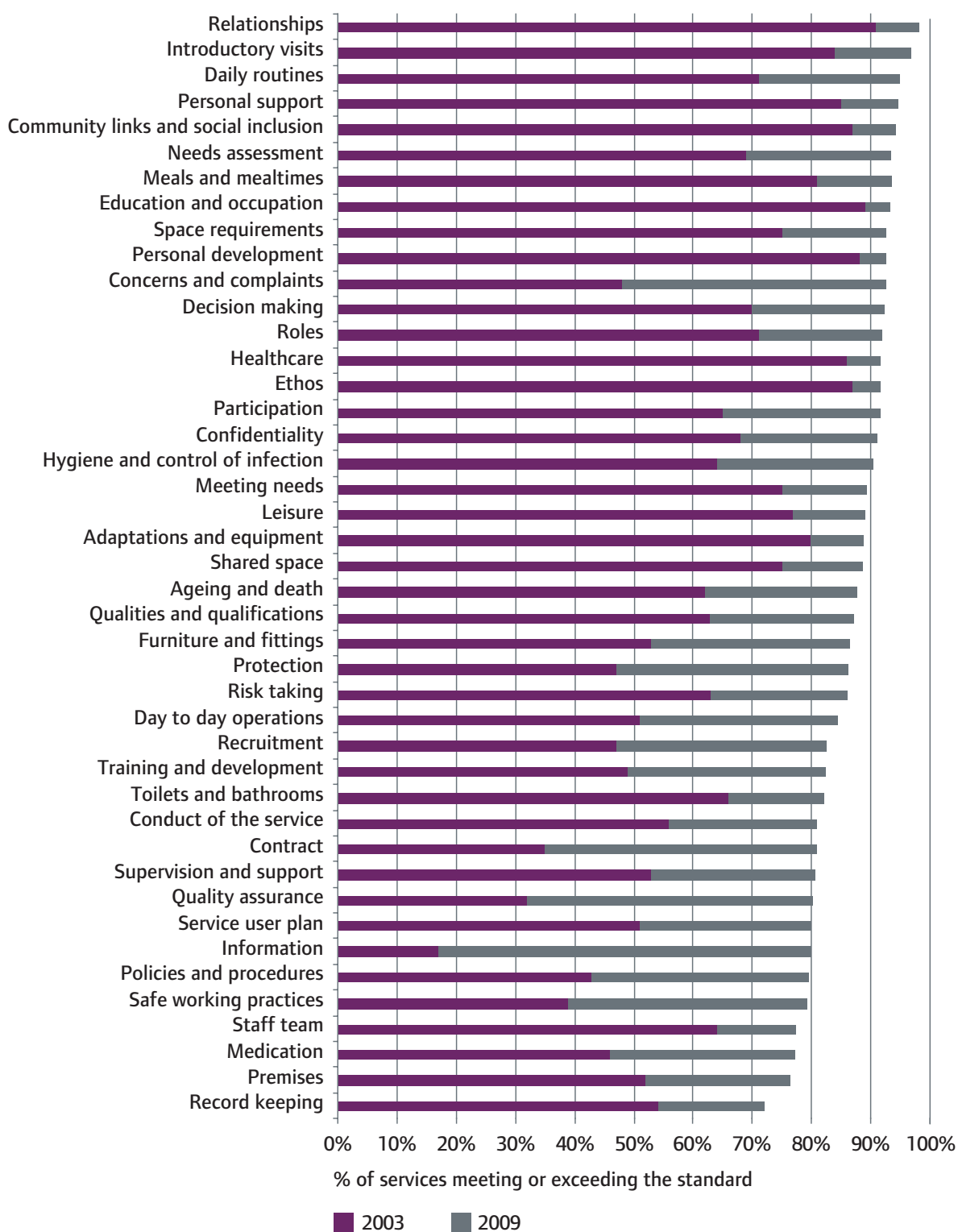
The best area of performance is against the relationships standard (98%). This shows that processes are in place for staff to support residents in maintaining their links with their families, and with friends both inside and outside the home.

Other areas of good performance were introductory visits (97%), daily routines (95%), personal support (95%) and community links and social inclusion (94%).

Among the standards that are least often met is the one relating to medication, with nearly a quarter of homes failing to meet it. In 2003, nursing homes performed much better against this standard (61%) than residential homes (45%). However, the picture has since changed. In 2009 fewer nursing homes were meeting the standard (75%) than residential homes (77%).

Figure 13

Improvement in percentage of care homes for younger adults meeting each standard since the introduction of the national minimum standards

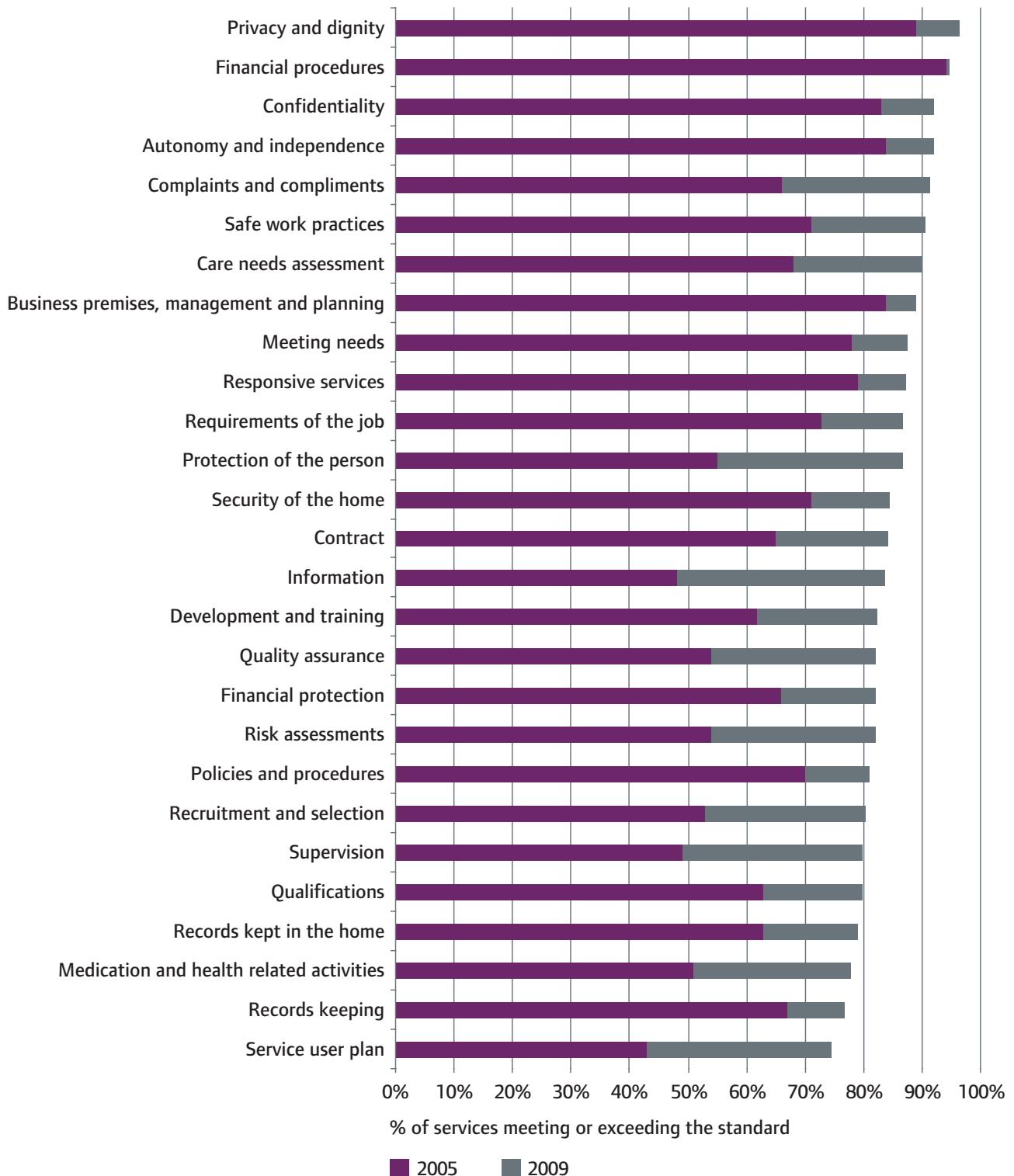


Home care agencies

The percentage of standards that home care agencies met increased from an average of 66% to 88% between 2005 and 2009, with an annual increase of around 6%. Figure 14 shows the improvement made against each standard since 2005.

Figure 14

Improvement in percentage of home care agencies meeting each standard since the introduction of the NMS



As with care homes, the greatest improvement has been made in the area of providing information to people who use services (84%), with 36% more agencies meeting this standard in 2009 than in 2005.

There has also been significant improvement against the standards for protection (87%), supervision (80%) and service user plans (75%), with around a third more agencies meeting these requirements in 2009 than in 2005. But despite these improvements, supervision remains one of the poorest areas of performance for agencies and the standard for service user plans remains the one against which they perform worst.

Other standards against which home care agencies perform least well are record keeping (77%), medication and health-related activities (78%), records kept in the home (79%) and qualifications (80%).

Their best performance is in the areas of privacy and dignity (96%), financial procedures (95%), confidentiality (92%) and autonomy and independence (92%).

Nursing agencies

The average percentage of standards met by nursing agencies has increased from 69% in 2004 to 89% in 2009. Figure 15 shows the improvement made against each standard since 2004.

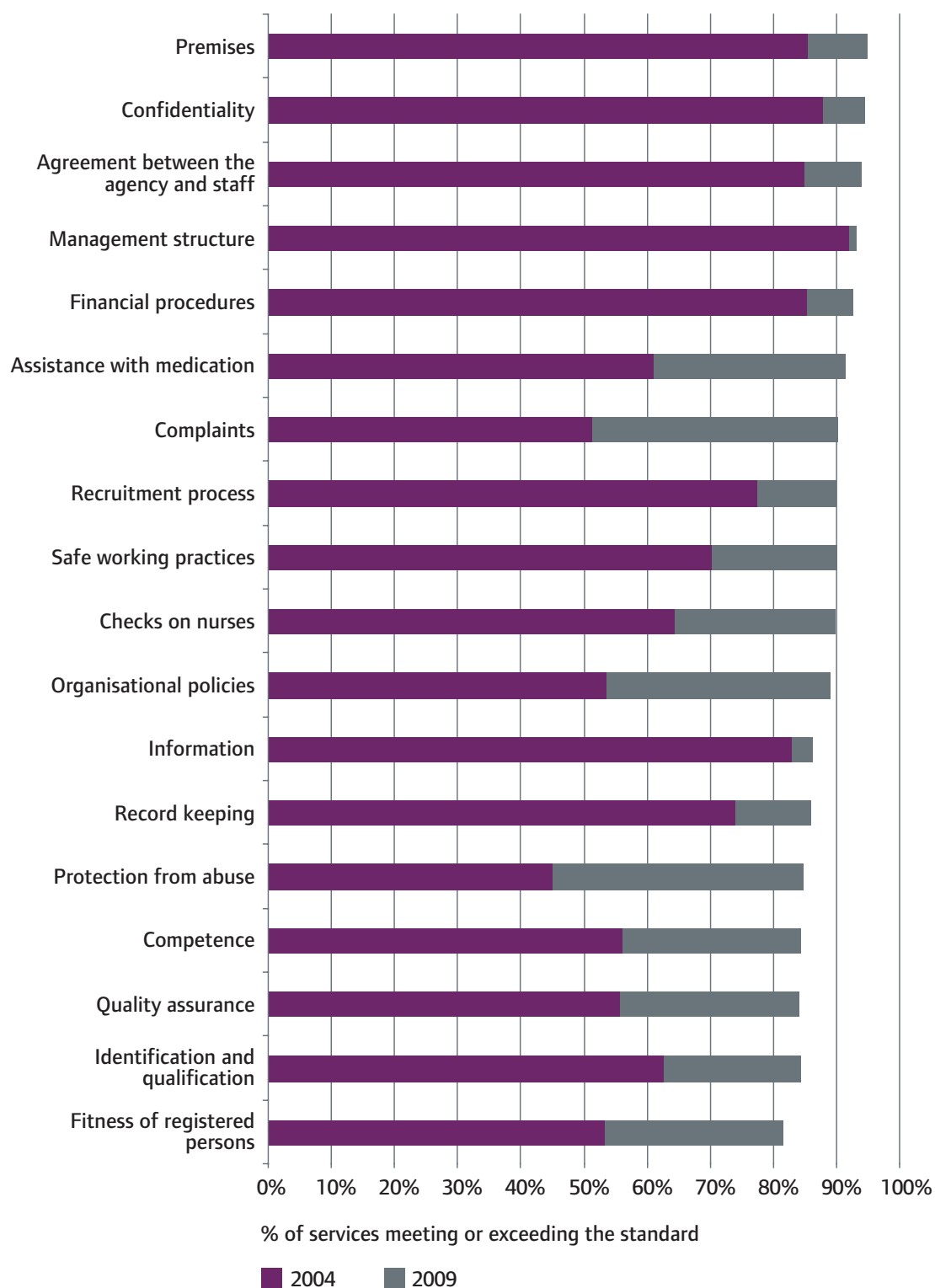
Nursing agencies' performance against the protection from abuse standard has shown the greatest improvement since 2004, rising from 45% to 85% in 2009. However, this remains one of the standards against which nursing agencies perform least well.

Other areas where nursing agencies perform less well are fitness of registered persons (82%), quality assurance (84%), identification and qualification (84%) and competence (84%).

Nursing agencies perform best in relation to premises (95%), confidentiality (95%), agreement between the agency and staff (94%), management structure (93%) and financial procedures (93%).

Figure 15

Improvement in percentage of nursing agencies meeting each standard since the introduction of the national minimum standards



Shared lives schemes

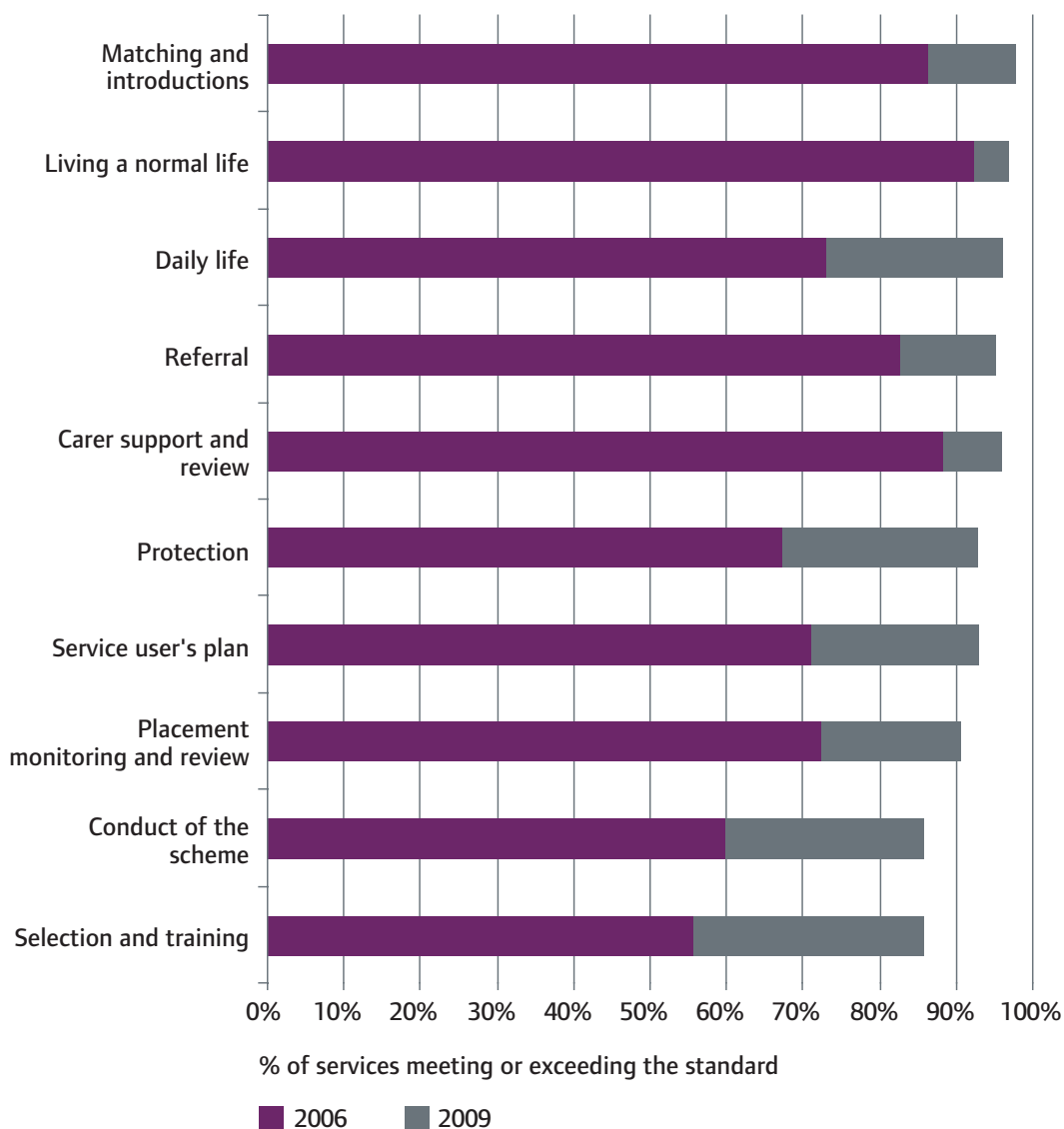
On average, shared lives schemes met a higher proportion of standards than other service types. In 2009 they met 93% of their standards on average, which is an improvement of 18% since 2006. Figure 16 shows the improvement made against each standard.

Performance against the standards for selection and training (86%) and conduct of the scheme (86%) was lower than for other standards. However, these are the two areas in which shared lives schemes have improved most markedly, with a quarter more of them meeting these standards than in 2006.

Shared lives schemes perform best in the areas of matching and introductions (98%), living a normal life (97%), daily life (96%) and carer support and review (96%).

Figure 16

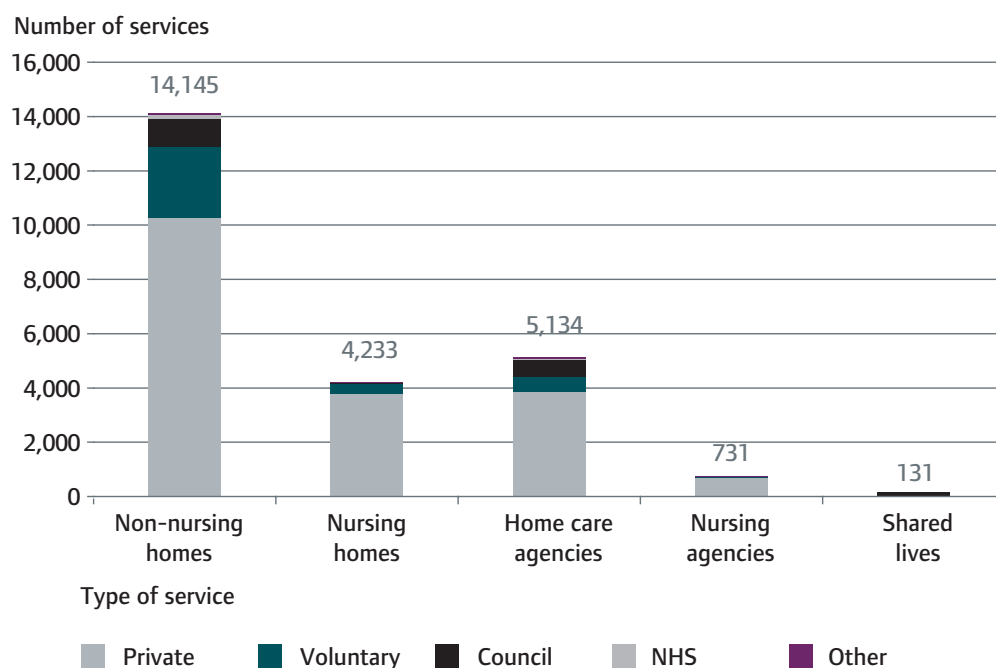
Improvement in percentage of shared lives schemes meeting each standard since the introduction of the national minimum standards



Capacity in the adult social care market

On 31 March 2009 there were 24,374 adult social care services, 85 more services than at the same time in 2008. Figure 17 shows the number of services in each of the main types of adult social care, by type of ownership.

Figure 17
Service overview for 31 March 2009*



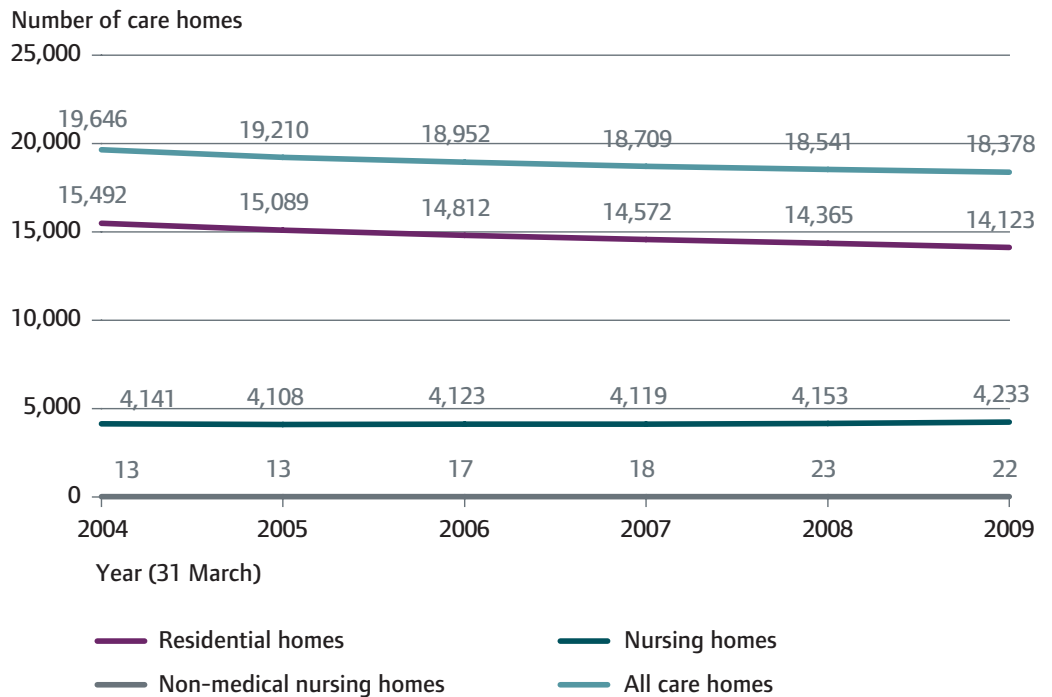
The majority of care services that we regulate are care homes and most of these are run by private owners. The private sector also runs the largest proportion of home care agencies and nursing agencies. Shared lives schemes, on the other hand, are usually owned by local authorities.

* The non-nursing homes include totals for residential homes and for non-medical care homes

Care homes

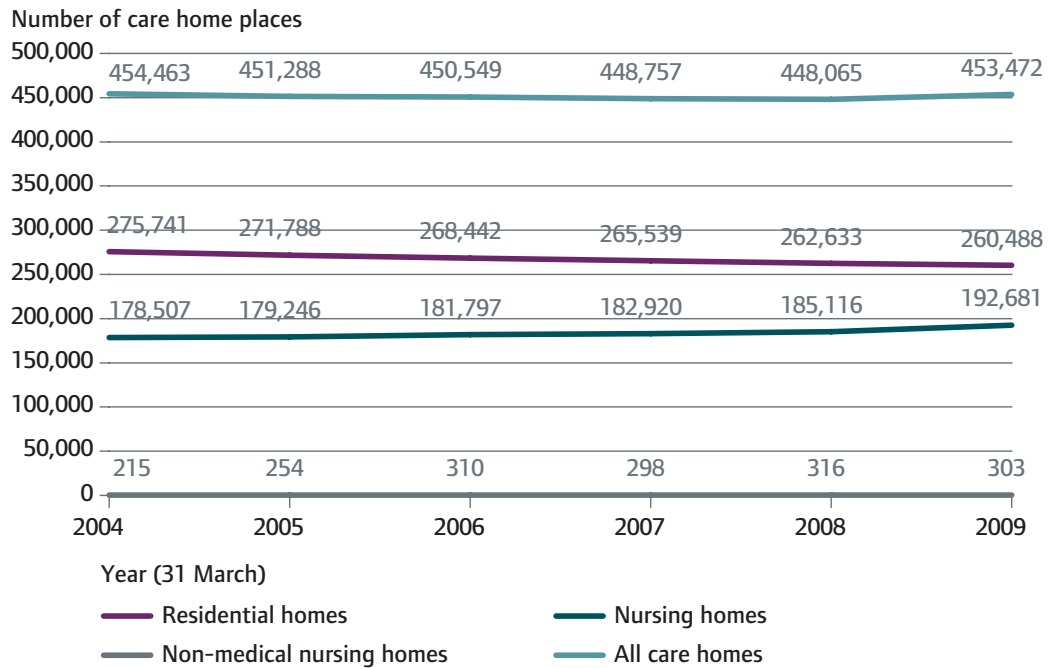
At the end of March 2009 there were 18,378 registered care homes*, with a total of 453,472 registered places. Figures 18 and 19 show annual trends in the number of homes and places since 2004.

Figure 18
Number of care homes



* Throughout this section 'care homes' refers to all types of care homes. 'Nursing homes' refers to homes registered to offer nursing care to at least some residents. 'Non-medical' nursing homes are a small number of homes that include those for people who choose to rely upon religious methods of healing, such as Christian Scientists. 'Residential homes' refers to homes registered to provide personal care only to residents.

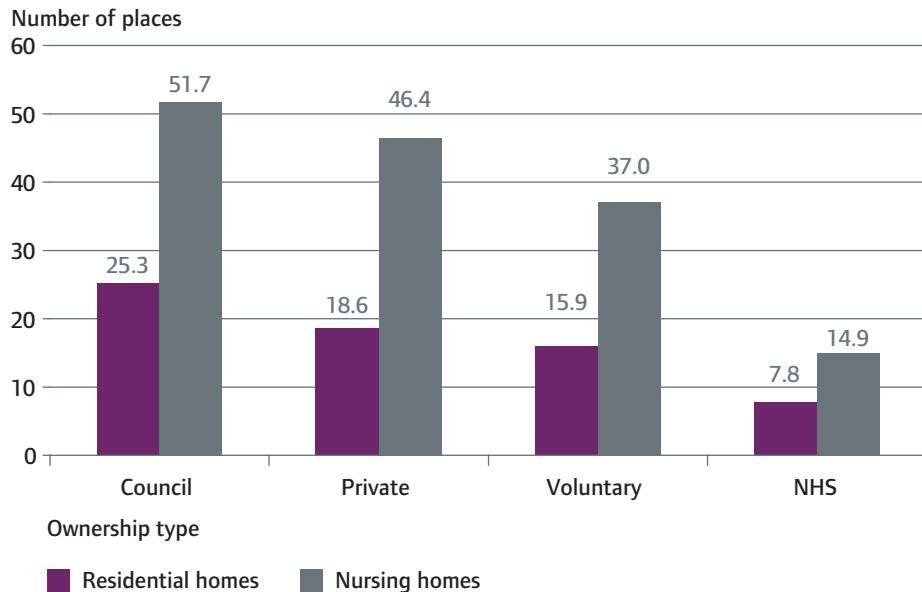
Figure 19
Care home places



Between April 2008 and March 2009 the total number of care homes in England fell by 163 to 18,378. Within this figure, the number of residential homes fell at a rate similar to previous years, but the number of nursing homes rose by 80. This is the second consecutive year that the number of registered nursing homes has risen. The total number of places in registered care homes rose by 5,407; a marked change from the small falls in total registered places in previous years. The number of places in residential homes fell during the period but there was a sharp rise in the places registered in nursing homes.

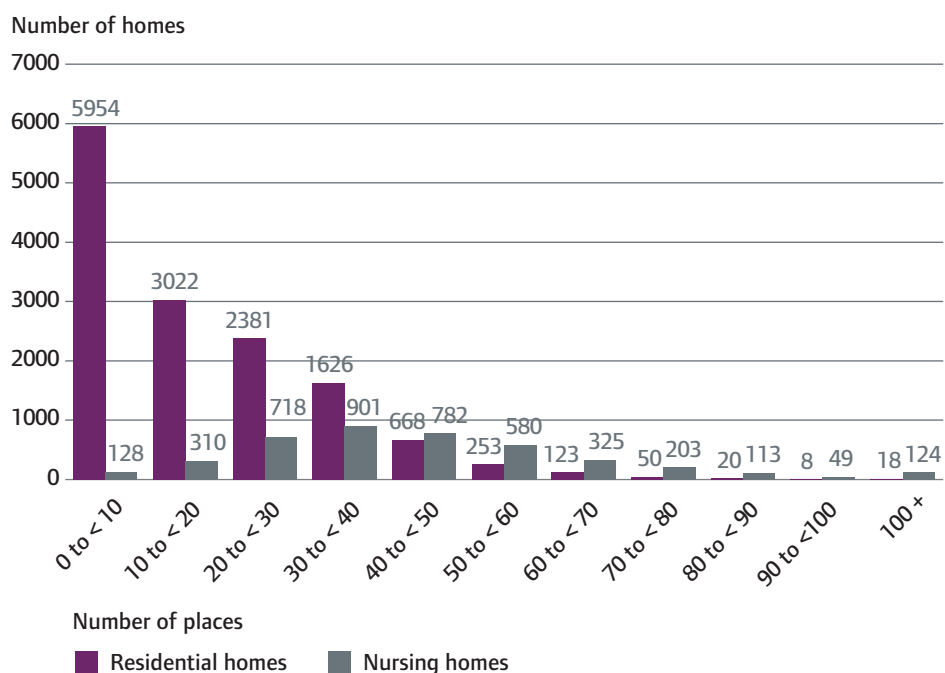
The average size of care homes by type of home and ownership type is shown in Figure 20.

Figure 20
Average size of care homes at 31 March 2009



Nursing homes are about twice the size of residential homes on average. There are also differences between ownership types – on average, homes in the council and private sector are larger than the voluntary sector and the NHS. Figure 21 gives more details of the range of sizes of homes and shows that there are a particularly large percentage of residential homes with very few registered places. Over 42% of residential homes have fewer than 10 places, compared to just 3% of nursing homes. Only 8% of residential homes have 40 or more places.

Figure 21
Size of care homes



The average size of all care homes has increased each year since 2004. On 31 March 2009 the average size was 24.7 places.

Between 2004 and 2008 there appeared to be only small changes in the proportion of homes in each ownership type, but by 2009 a clearer pattern had emerged. For both homes and places, the clearest shift has been the increase in private ownership coinciding with a decrease in ownership in the voluntary sector and, to a lesser extent, a decrease in the council-owned sector. While the number of homes has fallen year on year, the number of places in these homes has started to rise over the last year.

Figure 22
Number of care homes in each ownership type

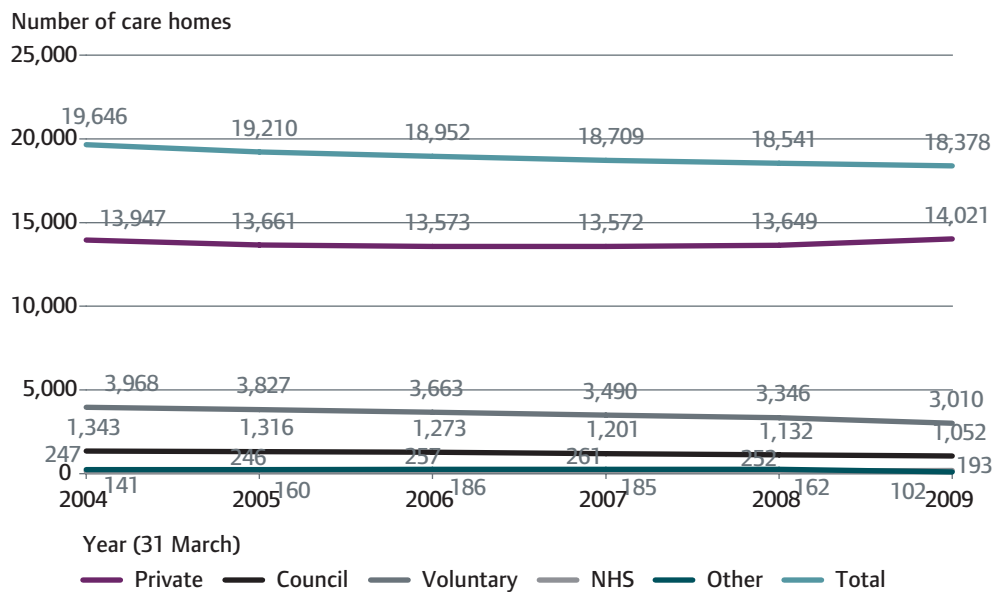
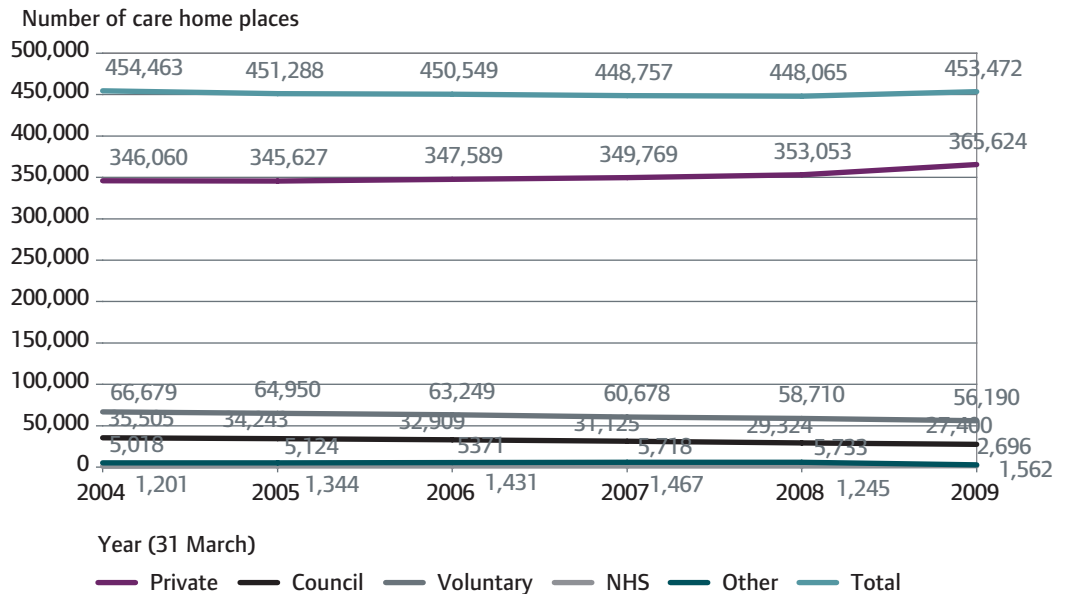


Figure 23
Number of care home places in each ownership type



Using figures on the capacity of care homes and the utilisation of beds from Skills for Care¹, our calculations about occupancy indicate that many services are not operating at full capacity. However, only around 70%* of care homes are included in these figures.

Figure 24
Occupancy rates in care homes

Type of home	Occupancy rate
Nursing homes	77%
Residential care homes	80%

Care homes for older people

Care homes are classified as homes for younger adults or for older people depending on the set of National Minimum Standards against which they are inspected. The decision about the set of standards to use is based on the relative numbers of older people (aged 65 and above) or younger adults (aged 18 to 64) resident at the time of inspection. Based on this classification, there were 10,413 care homes for older people with a total of 369,465 registered places as at 31 March 2009.**

* The NMDS-SC dataset for June 2009 contained information on 13,146 care homes.

** These figures are an underestimate of the total number of homes and places. New services registered up to six months before 31 March 2009 may not have received their first inspection and so would not have been classified as either a home for older people or for younger adults. As a result, the sum of care homes for older people and for younger adults does not equal the total count of homes.

The number of places in care homes for older people is shown per population² in Figure 25.

Figure 25
Places in homes for older people by population

Region	Places in care homes for older people per 1,000 population aged 65 and above
North East	54.8
North West	49.1
Yorkshire and Humberside	48.7
South East	47.7
South West	47.4
East Midlands	46.9
West Midlands	41.3
Eastern	41.1
London	34.1

In London, there are fewer places in care homes for older people per thousand people in the population. Generally, there appears to be a North-South split, with more care home places available per thousand people in the North of England than in the South and Midlands.

Care homes provide care for people with a variety of needs and have to register with us to be able to provide care to specific groups of people. We do not hold data on the number of places within a home reserved for a particular type of care, so our analysis is based on looking at the total number of registered places in a home where a particular type of care is available. For example, if a care home has only ten beds but they are registered to provide care for people with dementia and for people with a physical disability, this equates to ten potential places for people with dementia and ten potential places for people with a physical disability in that home, even though not all could be utilised at the same time.

Figure 26**Total beds available in care homes for older people registered to provide specific types of care**

Type of care provided	Number of places
Older people (over 65 years old) who are not covered by any of the other categories	329,403
People with dementia	217,030
People with a physical disability	111,475
People with a mental disorder (not including a learning disability or dementia)	50,610
People with learning disability	12,032
People with sensory impairment	6,655
People with a past or present alcohol problem	1,081
People with a past or present drug problem	518

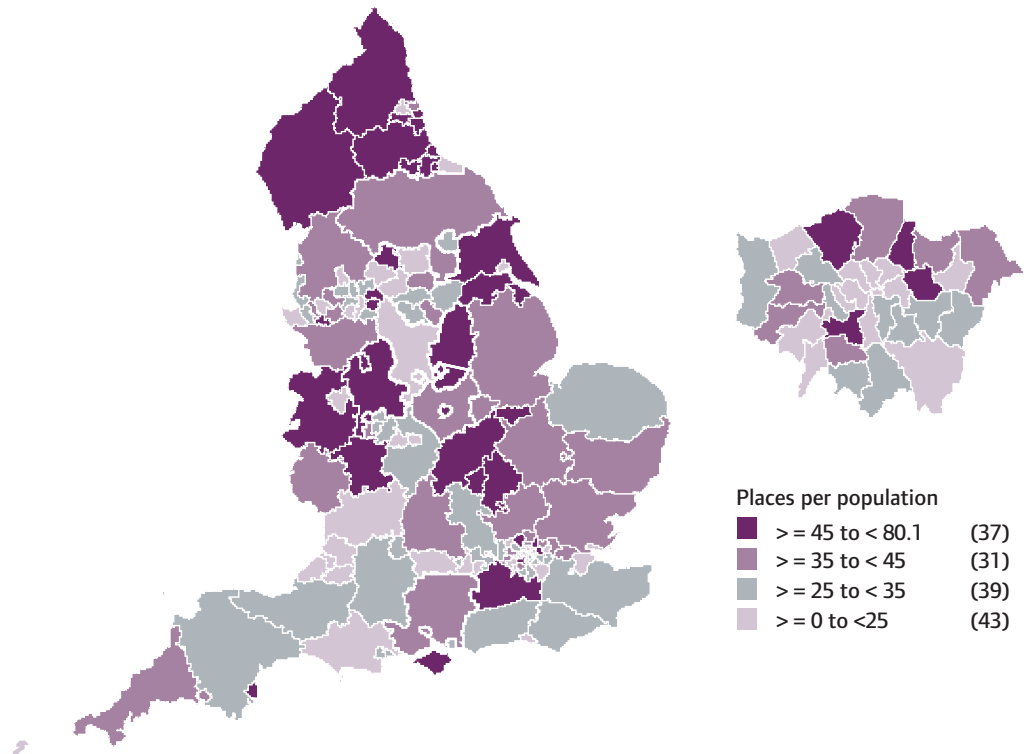
Figure 26 shows the number of places available for people with particular needs in care homes for older people. The type of care for which there are the most potential places is that for older people with no specific needs, reflecting the fact that many residents of care homes do not require specialist care*. The next largest number of potential places are for people with dementia. If places for older people are not included, there are more places available for people with dementia than for all other specific needs combined. Dementia care is therefore the most common type of specific care available in care homes for older people.

An estimate of the population of the country aged 65 and above with dementia is available by local council from 'Projecting Older People Population Information' (POPPI)³. Using these figures, and the total available beds from the CQC database, it is possible to plot the places available per 100 people in the population with dementia, as shown in Figure 27. The map gives a mixed picture of the provision throughout the country. Generally, there appear to be fewer places available to people with dementia in the South of England, although some urban authorities in the North of England also have a relatively low provision. In these cases, care places in adjoining authorities with higher provision are sometimes used.

* It should be noted that these types of care refer to the needs of the person at the point of entry to the care home. Further needs may develop during their residency, and would not require a change in the care home registration or for the person to move homes.

Figure 27

Care home places in homes registered to provide care for people with dementia per 100 population



Care homes for younger adults

At 31 March 2009, there were 7,523 care homes for younger adults, with a total of 73,319 registered places. The number of places in care homes inspected against the standards for younger adults is shown per population⁴ in Figure 28.

Figure 28
Places in homes for younger adults by population

Region	Places in care homes for younger adults per 1,000 population aged 18 to 64
South West	3.23
South East	2.82
East Midlands	2.55
West Midlands	2.26
Eastern	2.25
Yorkshire and Humberside	2.23
North East	2.08
London	1.79
North West	1.55

There is a clear geographical pattern in the availability of care home places for younger adults, with many more available in southern regions than in the North of England. The exception to this is the low availability of places in London. There is a particularly low level of provision in the North West of England.

Figure 29 shows the number of places available for different types of care in homes for younger adults. The largest category by far is care for people with a learning disability.

Figure 29
Total beds available in care homes for younger adults registered to provide specific types of care

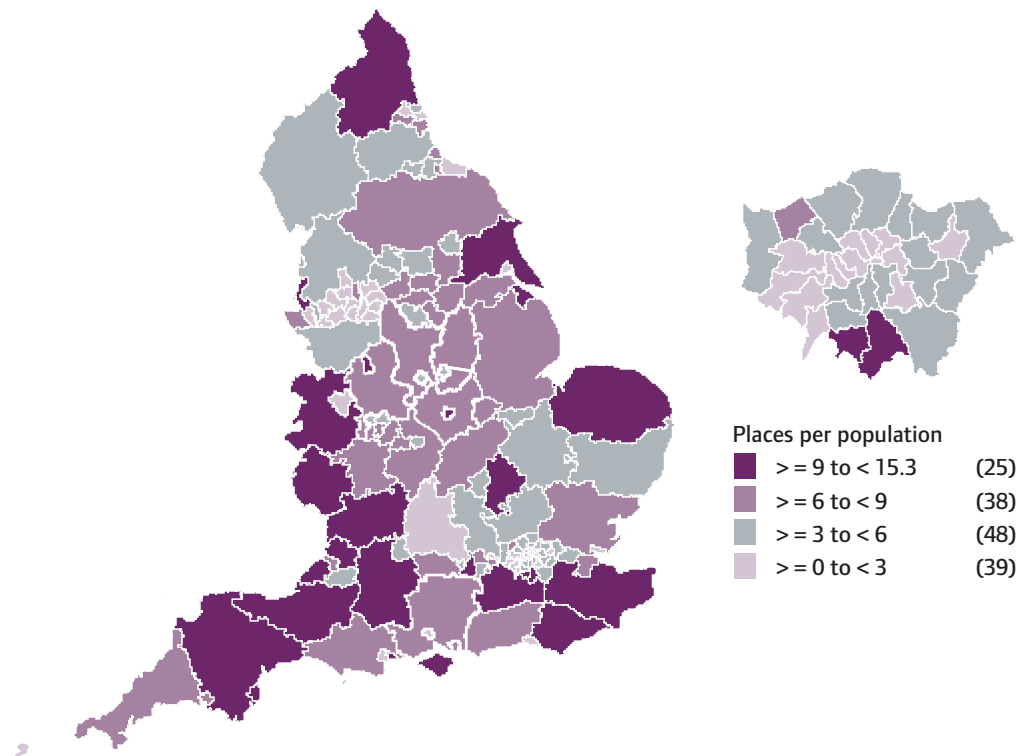
Type of care provided	Number of places
People with learning disability	50,235
People with a mental disorder (not including a learning disability or dementia)	17,830
People with a physical disability	17,254
People with dementia	2,745
People with a past or present alcohol problem	2,480
People with sensory impairment	2,068
People with a past or present drug problem	1,878
Older people (over 65 years old) who are not covered by any of the other categories	1,350

An estimate of the population of the country aged 18 to 64 with a learning disability by local council is available by from 'Projecting Adult Needs and Service Information' (PANSI)⁵. Figure 30 shows the number of places available per younger adult population with learning disabilities, using these figures and figures for the total number of available beds from the CQC database.

There are some clear geographical patterns, with low levels of provision in the North West of England, particularly in Greater Manchester, and in London and other parts of the South East. The figures mirror those for the availability of all places in homes for younger adults shown on page 33.

Figure 30

Care home places in homes for younger adults registered to provide care for people with learning disabilities per 100 population



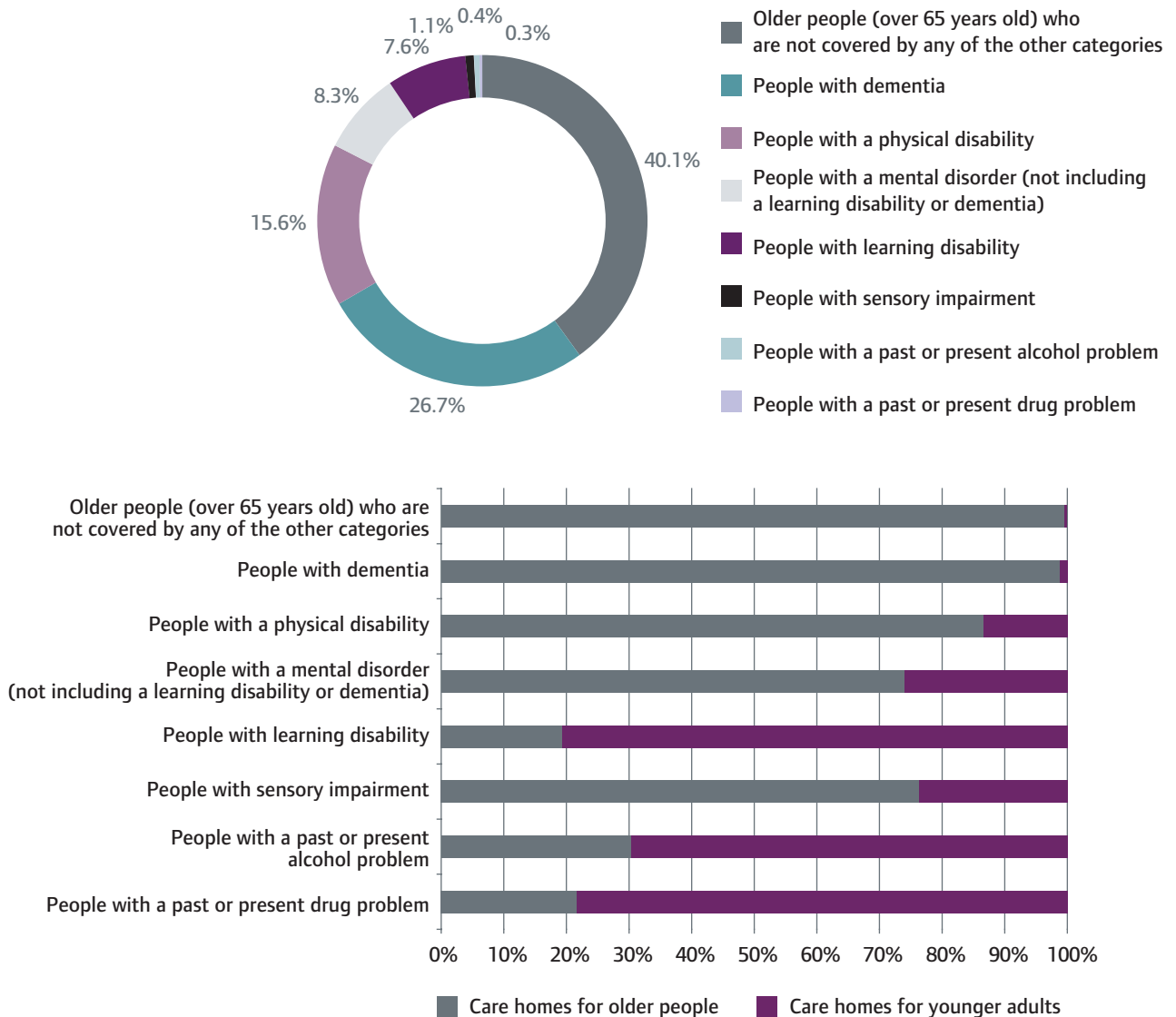
Comparison of types of care provision in care homes for older people and care homes for younger adults

Forty percent of places in care homes are for older people with no specific needs when they enter the home. A further 27% are for people with dementia. Most places for people with a learning disability, people with a past or present alcohol problem, or people with a past or present drug problem, are in homes for younger adults.

The average size of care homes for older people is 35.5 places, whereas for care homes for younger adults it is 9.7 places. Over 93% of care homes for younger adults are residential homes.

Figure 31

Care home places by type of care provided (pie chart) and whether offered in care homes for older people or younger adults (bar chart)



Home care agencies

Home care agencies arrange for professional care to be provided to people in their own homes. The sector also includes employment agencies which act solely as introducers of workers to those purchasing the care but have no further management role.

On 31 March 2009, there were 5,134 registered home care agencies in England, an increase of 237 on the previous year. The number of home care agencies has risen each year since 2004. However, the initial jump in numbers between 2004 and 2005 was due to the fact that home care agencies came under national regulation at that point.

The number of privately-run home care agencies has grown each year since 2004. However, the number of agencies run by local councils has declined since 2006.

Figure 32
Number of home care agencies per year

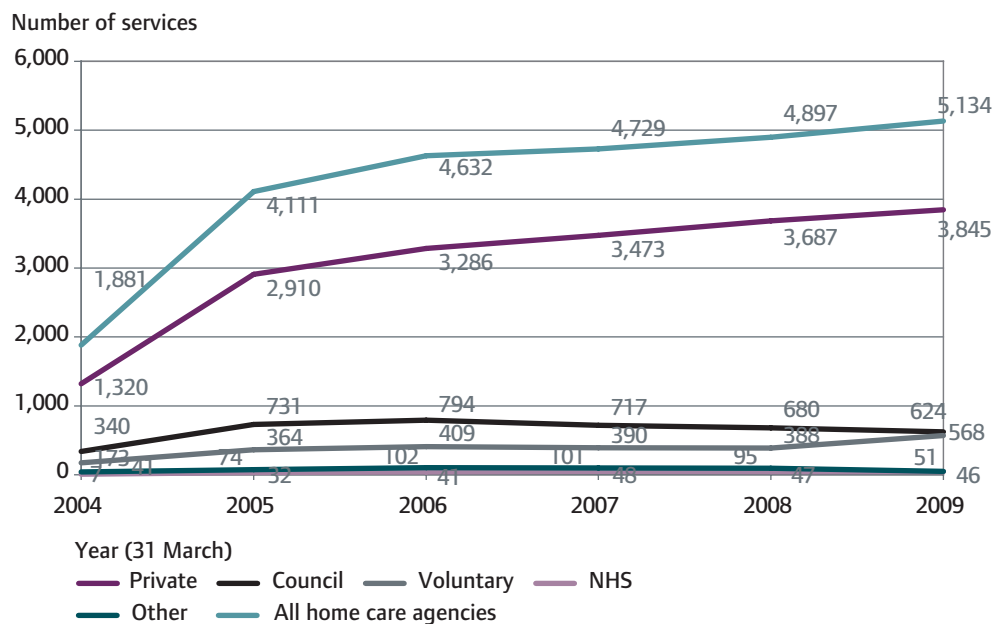
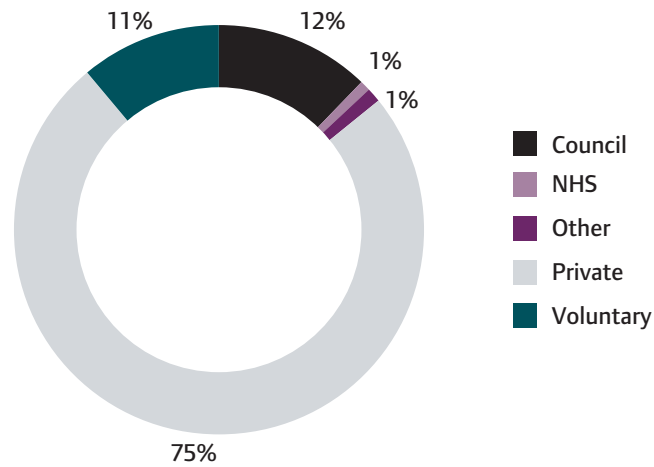


Figure 33
Ownership of home care agencies



Skills for Care has collected information on the capacity of home care agencies in each Government Office region, in the form of the number of hours of care per day that each agency could provide. Based on this information* from June 2009, Figure 34 shows the estimated total capacity of home care agencies within each region and the number of care home places as a comparison.

Figure 34
Relative capacity in home care agencies and care homes

Region	Estimated capacity of home care agencies (hours care available per day)	Care home places**
North West	1,120,000	63,098
London	1,050,000	39,914
South East	1,010,000	81,610
Eastern	860,000	48,193
South West	770,000	57,248
West Midlands	680,000	45,013
Yorkshire and Humberside	600,000	48,801
East Midlands	550,000	41,664
North East	370,000	27,388

* The coverage of home care agencies in the NMDS-SC dataset was incomplete, so our estimates are based on the average capacity per agency, per region, multiplied by the total number of services registered by CQC in each region. Figures are given to the nearest 10,000 hours.

** The sum of places in each region does not equal the total number as a very small number of homes have not yet been allocated a region.

The North West of England has the greatest capacity in home care agencies, and London has a particularly large capacity compared to the number of places it has available in care homes.

Skills for Care has collected information on the main types of care provided by home care agencies. Information collected from the NMDS-SC dataset⁶ shows that the largest category is care for adults with physical disabilities, which is provided by 79% of home care agencies. The second largest category is care for older people with dementia, which is provided by 76% of home care agencies.

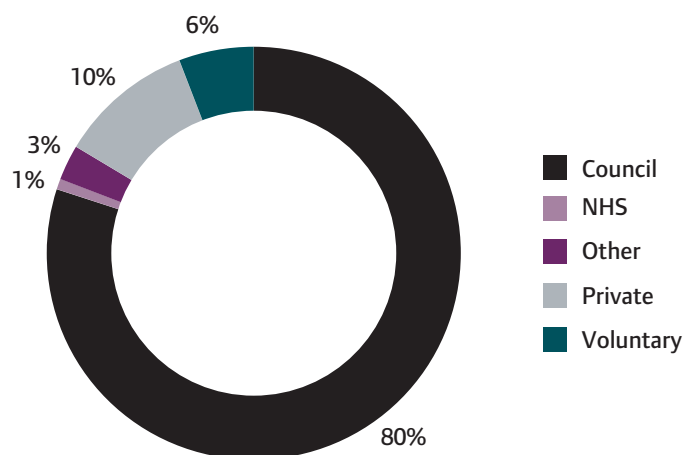
Shared lives schemes

In shared lives schemes, the person using the service and their carer share day-to-day life. These schemes recruit individuals, couples or families who can offer people a family environment. This can be a short- or long-term arrangement, or one based on daytime support in the home or in the community .

There were 131 registered shared lives schemes on 31 March 2009, four fewer than at the same time in 2008. The number of schemes run by the private sector increased from 14 to 16 over the same period, but the vast majority of shared lives schemes are managed by local councils.

On 31 March 2009, 118 of the 150 councils with social services responsibility were running at least one shared lives scheme.

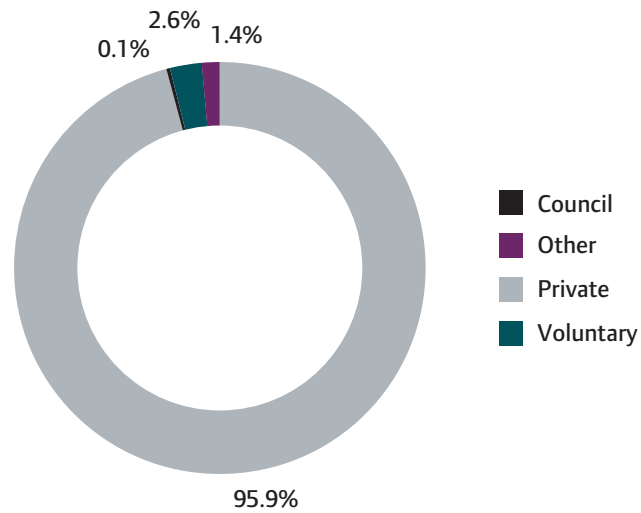
Figure 35
Ownership of shared lives schemes



Nursing agencies

Between March 2008 and March 2009, the number of registered nursing agencies rose from 716 to 731. This reverses the trend of a fall in numbers each year since 2004.

Figure 36
Ownership of nursing agencies



References

- 1 Skills For Care NMDS-SC dataset – National Key Statistics Report (June 2009). The dataset will contain the latest available information from returns as at June 2009. In some cases, information on a particular service may date back to as early as 2006.
- 2 ONS mid-year population estimates 2007.
- 3 Projecting Older People Population Information – People aged 65 and over predicted to have dementia – 2008 figures – from **www.poppi.org.uk** as at 24 August 2009.
- 4 ONS mid-year population estimates 2007.
- 5 Projecting Adult Needs and Service Information – Learning Disability baseline estimates people aged 18 to 64 – 2008 figures – from **www.pansi.org.uk** as at 24 August 2009.
- 6 Skills for Care NMDS-SC dataset – National Key Statistics report (June 2009) for all home care agencies with a valid CQC service number.

Appendix:

Adult social care data

Table A1: Numbers and capacity of social care services

		2004	2005	2006	2007	2008	2009
Care Homes (All)	Services	19,646	19,210	18,952	18,709	18,541	18,378
	Places	454,463	451,288	450,549	448,757	448,065	453,472
Residential Homes	Services	15,492	15,089	14,812	14,572	14,365	14,123
	Places	275,741	271,788	268,442	265,539	262,633	260,488
Nursing Homes	Services	4,141	4,108	4,123	4,119	4,153	4,233
	Places	178,507	179,246	181,797	182,920	185,116	192,681
Non-Medical Care Homes	Services	13	13	17	18	23	22
	Places	215	254	310	298	316	303
Home Care Agencies	Services	1,881	4,111	4,632	4,729	4,897	5,134
	Places	940	918	864	762	716	731
Nursing Agencies	Services						
	Places						
Shared Lives	Services	47	123	133	133	135	131
	Places						

All figures as at 31st March in the given year

Table B1: Social care services registered at 31 March 2009

		Private	Council	Voluntary	NHS	Other	TOTAL
	Services	Places	Services	Places	Services	Places	Services
Residential Homes	10,232	190,430	1,021	25,798	184	1,428	71
Nursing Homes	3,769	174,927	31	1,602	9	134	31
Non-medical Care Home	20	267			2	36	
CARE HOMES TOTAL	14,021	365,624	1,052	27,400	193	1,562	102
Home Care Agencies	3,845		624		46		51
Nursing Agencies	701		1		19		10
Shared Lives	16		107		8		131
ALL SERVICES TOTAL	18,583	365,624	1,784	27,400	239	1,562	163
				56,190		2,696	24,374
							453,472

Table B2: Social care services registered at 31 March 2008

	Private			Council			Voluntary			NHS			Other			TOTAL	
	Services	Places		Services	Places		Services	Places		Services	Places		Services	Places		Services	Places
Residential Homes	9,919	183,732		1,102	27,811		2,992	46,481		156	1,191		196	3,418		14,365	262,633
Nursing Homes	3,710	169,034		30	1,513		353	12,223		5	48		55	2,298		4,153	185,116
Non-Medical Care Homes	20	287					1	6		1	6		1	17		23	316
CARE HOMES TOTAL	13,649	353,053		1,132	29,324		3,346	58,710		162	1,245		252	5,733		18,541	448,065
Home Care Agencies	3,687			680			388			47			95			4,897	
Nursing Agencies	688			2			11			1			14			716	
Shared Lives	14			108			8			1			4			135	
ALL SERVICES TOTAL	18,038	353,053		1,922	29,324		3,753	58,710		211	1,245		365	5,733		24,289	448,065

Table B3: Social care services registered at 31 March 2007

	Private			Council			Voluntary			NHS			Other			TOTAL	
	Services	Places		Services	Places		Services	Places		Services	Places		Services	Places		Services	Places
Residential Homes	9,886	182,664		1,171	29,608		3,136	48,471		178	1,393		201	3,403		14,572	265,539
Nursing Homes	3,670	166,830		30	1,517		354	12,207		6	68		59	2,298		4,119	182,920
Non-Medical Care Homes	16	275								1	6		1	17		18	298
CARE HOMES TOTAL	13,572	349,769		1,201	31,125		3,490	60,678		185	1,467		261	5,718		18,709	448,757
Home Care Agencies	3,473			717			390			48			101			4,729	
Nursing Agencies	733			2			10			1			16			762	
Shared Lives	11			109			7			2			4			133	
ALL SERVICES TOTAL	17,789	349,769		2,029	31,125		3,897	60,678		236	1,467		382	5,718		24,333	448,757

Table B4: Social care services registered at 31 March 2006

	Private			Council			Voluntary			NHS			Other			TOTAL	
	Services	Places		Services	Places		Services	Places		Services	Places		Services	Places		Services	Places
Residential Homes	9,884	181,271		1,248	31,691		3,298	50,739		179	1,357		203	3,384		14,812	268,442
Nursing Homes	3,674	166,031		25	1,218		365	12,510		6	68		53	1,970		4,123	181,797
Non-Medical Care Homes	15	287								1	6		1	17		17	310
CARE HOMES TOTAL	13,573	347,589		1,273	32,909		3,663	63,249		186	1,431		257	5,371		18,952	450,549
Home Care Agencies	3,286			794			409			41			102			4,632	
Nursing Agencies	834			2			9			1			18			864	
Shared Lives	11			99			7			2			4			123	
ALL SERVICES TOTAL	17,704	347,589		2,168	32,909		4,088	63,249		230	1,431		381	5,371		24,571	450,549

Table B5: Social care services registered at 31 March 2005

	Private		Council		Voluntary		NHS		Other		TOTAL	
	Services	Places	Services	Places	Services	Places	Services	Places	Services	Places	Services	Places
Residential Homes	9,992	181,834	1,297	33,333	3,455	52,345	156	1,295	189	2,981	15,089	271,788
Nursing Homes	3,659	163,586	19	910	371	12,581	3	43	56	2,126	4,108	179,246
Non-Medical Care Homes	10	207			1	24	1	6	1	17	13	254
CARE HOMES TOTAL	13,661	345,627	1,316	34,243	3,827	64,950	160	1,344	246	5,124	19,270	451,288
Home Care Agencies	2,910		731		364		32		74		4,111	
Nursing Agencies	899		2		7		1		9		918	
Shared Lives	8		38						1		47	
ALL SERVICES TOTAL	17,478	345,627	2,087	34,243	4,198	64,950	193	1,344	330	5,124	24,286	451,288

Table B6: Social care services registered at 31 March 2004

	Private		Council		Voluntary		NHS		Other		TOTAL	
	Services	Places	Services	Places	Services	Places	Services	Places	Services	Places	Services	Places
Residential Homes	10,245	182,815	1,329	34,863	3,591	54,008	137	1,152	190	2,903	15,492	275,741
Nursing Homes	3,692	163,077	14	642	376	12,647	3	43	56	2,098	4,141	178,507
Non-Medical Care Homes	10	168			1	24	1	6	1	17	13	215
CARE HOMES TOTAL	13,947	346,060	1,343	35,505	3,968	66,679	141	1,201	247	5,018	19,646	454,463
Home Care Agencies	1,320		340		173		7		41		1,881	
Nursing Agencies	922		6		6		1		5		940	
ALL SERVICES TOTAL	16,189	346,060	1,689	35,505	4,147	66,679	149	1,201	293	5,018	22,467	454,463

Table C1: Average percentage of NMS met by social care services as at 31st March each year

	2003			2004			2005			2006			2007			2008			2009						
	Private	Council	Voluntary	Private	Council	Voluntary	Private	Council	Voluntary	Private	Council	Voluntary	Private	Council	Voluntary	Private	Council	Voluntary	Private	Council	Voluntary				
All Care Homes For Older People**	58%	61%	68%	59%	71%	72%	79%	72%	76%	78%	84%	77%	78%	81%	84%	79%	82%	85%	80%	81%	84%	87%	89%	84%	
	57%	61%	67%	58%	70%	72%	79%	72%	76%	78%	84%	77%	79%	80%	82%	79%	82%	85%	80%	81%	84%	87%	89%	85%	
	60%	-	69%	60%	71%	-	79%	71%	76%	-	84%	77%	77%	-	78%	77%	79%	-	83%	79%	81%	-	88%	84%	
All Care Homes For Younger Adults**	61%	57%	67%	63%	73%	70%	78%	75%	80%	76%	82%	80%	81%	80%	83%	82%	83%	81%	85%	83%	84%	86%	89%	87%	
	60%	58%	67%	63%	74%	70%	77%	75%	80%	77%	82%	80%	81%	80%	83%	82%	83%	81%	85%	84%	84%	87%	86%	89%	
	63%	-	70%	66%	70%	-	78%	73%	77%	-	83%	80%	79%	-	84%	81%	80%	-	85%	81%	84%	-	88%	85%	
Home Care Agencies	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	65%	63%	75%	66%	72%	72%	76%	72%	77%	78%	83%	78%	81%	83%	87%	90%	88%
Nursing Agencies	n/a	n/a	n/a	n/a	-	-	-	69%	-	-	-	81%	-	-	-	83%	-	-	-	86%	-	-	-	89%	
Adult Placement Schemes (Shared Lives)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	-	-	-	75%	-	-	-	76%	-	-	-	93%	

* Column ALL includes private, voluntary, council, NHS and other sectors

** Includes personal care homes, care homes with nursing and non-medical care homes

*** Includes personal care homes and non-medical care homes

" - " indicates no services or a very small number of services which make inclusion of a percentage not statistically meaningful

n/a indicates CSCI (CQC's predecessor) was not regulating this service type in this year

Table D1: Percentages of services meeting or exceeding individual NMS – All care homes for younger adults

	Private								Council								Voluntary				All Services									
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
Information	18%	52%	69%	77%	76%	77%	79%	14%	41%	64%	73%	74%	79%	81%	16%	51%	69%	79%	79%	80%	82%	17%	51%	69%	77%	77%	78%	80%		
Needs assessment	66%	82%	87%	88%	88%	91%	93%	66%	76%	82%	83%	85%	91%	93%	73%	86%	89%	90%	91%	93%	96%	69%	83%	88%	88%	89%	91%	94%		
Meeting needs	72%	81%	84%	86%	87%	88%	89%	62%	75%	79%	81%	81%	83%	86%	78%	85%	89%	90%	91%	91%	92%	75%	82%	85%	87%	88%	89%	89%		
Introductory visits	82%	91%	94%	95%	95%	96%	97%	70%	90%	91%	94%	95%	96%	96%	86%	94%	96%	96%	97%	97%	97%	84%	92%	94%	95%	96%	96%	97%		
Contract	34%	60%	73%	78%	78%	80%	81%	21%	49%	65%	75%	74%	79%	78%	38%	58%	74%	80%	80%	80%	82%	35%	59%	73%	78%	78%	80%	81%		
Service user plan	46%	61%	68%	71%	70%	74%	79%	48%	53%	63%	66%	67%	73%	82%	57%	67%	71%	71%	72%	77%	83%	51%	63%	69%	70%	71%	75%	80%	81%	
Decision making	66%	79%	84%	88%	88%	89%	92%	63%	88%	89%	91%	90%	93%	95%	77%	86%	89%	92%	93%	94%	94%	70%	82%	86%	89%	90%	91%	92%		
Participation	62%	80%	88%	89%	89%	90%	91%	55%	77%	83%	85%	86%	89%	90%	70%	86%	91%	92%	93%	93%	93%	65%	82%	89%	90%	90%	91%	91%		
Risk taking	57%	70%	77%	78%	79%	82%	85%	62%	70%	74%	74%	78%	81%	88%	72%	78%	79%	81%	83%	84%	88%	63%	73%	77%	79%	80%	83%	86%		
Confidentiality	64%	82%	89%	91%	91%	91%	91%	66%	82%	90%	92%	92%	91%	91%	75%	87%	92%	92%	92%	92%	91%	68%	84%	90%	91%	91%	91%	91%		
Personal development	85%	90%	92%	92%	91%	92%	91%	87%	91%	92%	90%	88%	90%	90%	91%	94%	95%	95%	95%	95%	95%	88%	91%	93%	93%	93%	93%	92%		
Education and occupation	87%	90%	92%	91%	91%	91%	93%	91%	92%	91%	90%	90%	91%	93%	91%	95%	96%	94%	94%	94%	95%	89%	92%	93%	92%	92%	92%	93%		
Community links and social inclusion	85%	90%	92%	93%	93%	92%	94%	73%	89%	93%	92%	87%	90%	92%	90%	94%	95%	94%	94%	94%	95%	87%	91%	93%	93%	93%	93%	94%		
Leisure	76%	83%	86%	88%	88%	88%	88%	59%	81%	84%	86%	82%	83%	84%	81%	87%	88%	91%	91%	91%	92%	91%	77%	85%	87%	88%	89%	89%		
Relationships	90%	95%	97%	97%	97%	97%	98%	94%	95%	96%	96%	98%	98%	99%	93%	96%	98%	99%	99%	99%	99%	91%	95%	97%	98%	98%	98%	98%		
Daily routines	67%	81%	88%	91%	93%	93%	94%	61%	79%	85%	93%	93%	94%	96%	76%	88%	92%	95%	96%	96%	96%	71%	84%	89%	92%	94%	94%	95%		
Meals and mealtimes	79%	84%	87%	89%	90%	91%	93%	74%	82%	85%	89%	90%	91%	95%	84%	88%	89%	90%	93%	94%	95%	81%	86%	88%	90%	92%	94%	95%		
Personal support	83%	88%	91%	92%	92%	92%	94%	80%	89%	91%	90%	90%	92%	96%	87%	92%	93%	92%	94%	96%	96%	85%	90%	92%	92%	93%	93%	95%		
Healthcare	84%	88%	89%	89%	88%	89%	91%	86%	90%	86%	86%	88%	90%	93%	87%	90%	90%	88%	89%	92%	93%	86%	89%	88%	88%	90%	92%	92%		
Medication	43%	56%	62%	66%	67%	72%	76%	42%	50%	56%	67%	68%	73%	78%	50%	59%	63%	68%	69%	74%	78%	46%	57%	62%	67%	68%	73%	77%		
Ageing and death	60%	74%	83%	85%	86%	87%	87%	68%	75%	83%	84%	83%	85%	86%	65%	78%	84%	86%	87%	88%	89%	62%	76%	83%	85%	86%	87%	88%		
Concerns and complaints	45%	75%	83%	86%	87%	89%	92%	38%	67%	81%	88%	89%	91%	92%	52%	78%	84%	87%	89%	92%	94%	48%	76%	83%	86%	88%	90%	92%		
Protection	41%	63%	71%	72%	75%	80%	85%	66%	69%	74%	79%	78%	82%	88%	55%	71%	76%	77%	80%	85%	89%	47%	66%	73%	74%	77%	82%	86%		
Premises	53%	63%	67%	68%	69%	72%	77%	41%	42%	50%	56%	60%	67%	74%	52%	57%	61%	63%	65%	71%	78%	52%	59%	63%	65%	66%	71%	76%		
Space requirements	75%	90%	94%	93%	93%	93%	93%	51%	76%	84%	85%	86%	87%	87%	75%	90%	94%	93%	94%	93%	93%	75%	89%	93%	92%	92%	92%	93%		
Furniture and fittings	50%	68%	78%	82%	84%	85%	86%	42%	54%	71%	77%	76%	80%	81%	58%	73%	80%	84%	86%	87%	88%	53%	69%	78%	83%	84%	86%	86%		
Toilets and bathrooms	66%	77%	80%	83%	82%	83%	84%	51%	64%	66%	74%	75%	75%	78%	66%	73%	77%	80%	80%	79%	81%	66%	75%	78%	81%	81%	81%	82%		
Shared space	76%	84%	86%	88%	88%	88%	89%	61%	73%	79%	83%	82%	83%	85%	75%	81%	85%	86%	87%	88%	88%	75%	82%	85%	87%	87%	88%	88%		
Adaptations and equipment	81%	86%	88%	90%	88%	88%	89%	63%	72%	77%	82%	80%	83%	83%	80%	88%	89%	89%	89%	89%	90%	80%	85%	88%	89%	88%	88%	89%		
Hygiene and control of infection	63%	74%	79%	84%	86%	87%	90%	68%	69%	74%	83%	88%	91%	90%	66%	76%	81%	83%	86%	88%	91%	64%	74%	80%	83%	86%	88%	90%		
Roles	66%	80%	89%	90%	90%	90%	90%	71%	88%	91%	92%	92%	92%	93%	76%	87%	93%	93%	94%	94%	95%	71%	84%	90%	91%	91%	91%	92%		

	Private								Council								Voluntary								All Services												
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		
Qualities and qualifications	61%	70%	74%	74%	78%	83%	86%	68%	69%	74%	76%	80%	84%	87%	65%	75%	81%	80%	84%	87%	90%	63%	72%	77%	77%	80%	84%	87%									
	62%	72%	77%	79%	78%	76%	78%	47%	71%	74%	74%	73%	73%	74%	66%	75%	77%	78%	78%	77%	77%	64%	73%	76%	78%	78%	77%	77%									
Staff team	45%	55%	63%	69%	72%	78%	81%	29%	42%	55%	64%	70%	78%	84%	50%	54%	63%	70%	78%	82%	87%	47%	54%	62%	69%	73%	79%	83%									
Recruitment																																					
Training and development	40%	56%	67%	70%	71%	76%	81%	52%	63%	70%	70%	71%	79%	79%	60%	72%	78%	78%	79%	83%	86%	49%	63%	71%	73%	74%	79%	82%									
	43%	63%	73%	75%	75%	77%	78%	61%	76%	80%	82%	80%	84%	84%	66%	78%	83%	83%	82%	84%	85%	53%	70%	77%	79%	78%	79%	81%									
Supervision and support	47%	55%	62%	71%	78%	80%	83%	51%	59%	65%	73%	79%	84%	87%	57%	61%	64%	74%	80%	83%	87%	51%	58%	63%	72%	78%	81%	84%									
Day to day operations	85%	91%	93%	92%	91%	91%	91%	83%	89%	93%	90%	89%	89%	89%	90%	95%	95%	94%	93%	93%	93%	87%	92%	94%	92%	92%	92%	92%									
Ethos	27%	47%	59%	63%	68%	74%	79%	23%	47%	53%	59%	65%	70%	78%	39%	55%	63%	68%	74%	79%	84%	32%	50%	60%	65%	70%	76%	80%									
Quality assurance	38%	64%	75%	78%	77%	78%	79%	33%	58%	69%	74%	75%	75%	74%	49%	69%	78%	80%	81%	81%	81%	43%	66%	76%	79%	78%	79%	80%									
Policies and procedures	52%	64%	71%	72%	71%	71%	72%	55%	54%	65%	67%	68%	68%	70%	56%	66%	70%	73%	72%	72%	73%	54%	65%	70%	72%	71%	71%	72%									
Record keeping	36%	46%	55%	60%	64%	71%	79%	33%	40%	50%	56%	65%	75%	77%	44%	50%	56%	60%	67%	76%	81%	39%	48%	55%	60%	65%	73%	79%									
Safe working practices	54%	71%	79%	80%	79%	79%	80%	39%	66%	75%	76%	79%	78%	78%	60%	75%	82%	83%	83%	83%	83%	56%	72%	80%	81%	80%	81%	81%	81%								
Conduct of the service																																					

Table D2: Percentages of services meeting or exceeding individual NMS – Residential care homes for younger adults*

	Private								Council								Voluntary								All Services							
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	
Information	17%	52%	69%	78%	77%	77%	79%	14%	41%	64%	73%	74%	79%	81%	16%	50%	69%	78%	79%	80%	82%	17%	50%	68%	77%	77%	78%	80%				
Needs assessment	66%	82%	87%	88%	88%	91%	93%	68%	76%	82%	83%	85%	91%	93%	73%	86%	89%	90%	91%	93%	96%	69%	84%	88%	88%	89%	91%	94%				
Meeting needs	72%	81%	84%	86%	87%	88%	89%	61%	76%	79%	81%	81%	83%	86%	78%	85%	89%	90%	91%	92%	92%	75%	82%	86%	87%	88%	89%	90%				
Introductory visits	82%	91%	94%	95%	95%	96%	97%	70%	90%	91%	94%	95%	96%	96%	86%	94%	95%	96%	97%	97%	97%	84%	92%	94%	95%	96%	96%	97%				
Contract	34%	60%	73%	78%	78%	80%	81%	20%	48%	65%	75%	74%	79%	79%	38%	58%	74%	79%	80%	80%	82%	35%	58%	72%	78%	78%	79%	81%				
Service user plan	46%	61%	68%	71%	71%	74%	79%	49%	53%	63%	66%	67%	73%	82%	57%	67%	72%	71%	73%	78%	83%	50%	63%	69%	71%	71%	75%	80%				
Decision making	65%	79%	84%	88%	89%	89%	92%	66%	88%	89%	91%	91%	93%	95%	77%	86%	89%	92%	93%	94%	94%	70%	82%	86%	89%	90%	91%	93%				
Participation	62%	81%	88%	89%	89%	90%	91%	55%	77%	83%	86%	86%	89%	90%	70%	86%	91%	92%	93%	93%	93%	65%	83%	89%	90%	90%	91%	92%				
Risk taking	56%	70%	76%	79%	79%	82%	85%	63%	70%	74%	74%	79%	81%	88%	71%	78%	79%	80%	83%	84%	88%	63%	73%	77%	79%	80%	83%	86%				
Confidentiality	63%	82%	89%	91%	91%	91%	91%	66%	82%	90%	92%	92%	91%	91%	74%	87%	92%	92%	92%	92%	91%	68%	84%	90%	92%	91%	91%	91%				
Personal development	86%	90%	92%	92%	92%	92%	92%	87%	91%	92%	90%	88%	90%	90%	91%	94%	95%	95%	95%	95%	95%	88%	92%	93%	93%	93%	93%	93%				
Education and occupation	87%	91%	92%	92%	92%	91%	93%	91%	93%	92%	90%	90%	91%	94%	91%	95%	96%	94%	95%	95%	95%	89%	93%	94%	92%	92%	92%	94%				
Community links and social inclusion	85%	90%	92%	93%	93%	92%	94%	75%	89%	93%	92%	87%	90%	93%	90%	94%	95%	94%	95%	94%	96%	87%	91%	93%	93%	93%	93%	95%				
Leisure	76%	84%	87%	89%	88%	89%	89%	61%	81%	85%	87%	83%	83%	84%	81%	87%	88%	91%	91%	92%	92%	78%	85%	87%	89%	88%	89%	89%				
Relationships	90%	95%	97%	97%	97%	97%	98%	93%	95%	96%	97%	98%	98%	99%	93%	96%	98%	98%	99%	99%	99%	91%	95%	97%	98%	98%	98%	98%				
Daily routines	66%	82%	88%	91%	93%	93%	94%	61%	79%	85%	93%	93%	94%	96%	76%	88%	92%	95%	97%	97%	97%	71%	84%	89%	93%	94%	95%	95%				
Meals and mealtimes	79%	85%	88%	89%	90%	91%	93%	77%	82%	86%	89%	90%	91%	95%	84%	88%	89%	90%	93%	94%	95%	81%	86%	88%	90%	91%	92%	94%				
Personal support	83%	89%	92%	92%	92%	92%	94%	80%	89%	91%	90%	90%	92%	96%	87%	92%	93%	92%	94%	96%	96%	85%	90%	92%	92%	93%	93%	95%				
Healthcare	84%	88%	89%	89%	89%	89%	91%	85%	90%	86%	86%	88%	90%	93%	87%	89%	90%	88%	89%	92%	93%	86%	89%	89%	88%	89%	90%	92%				
Medication	42%	56%	62%	67%	68%	73%	76%	41%	50%	56%	67%	69%	73%	79%	49%	59%	63%	68%	70%	75%	78%	45%	57%	62%	67%	68%	74%	77%				
Ageing and death	59%	74%	83%	84%	86%	87%	87%	68%	76%	83%	84%	83%	85%	86%	64%	77%	84%	86%	87%	88%	88%	62%	75%	83%	85%	86%	87%	87%				
Concerns and complaints	44%	76%	83%	86%	87%	89%	92%	37%	67%	80%	88%	89%	91%	92%	51%	78%	85%	87%	89%	92%	94%	47%	76%	83%	86%	88%	90%	93%				
Protection	40%	63%	70%	72%	75%	75%	80%	64%	69%	73%	80%	78%	83%	88%	54%	71%	76%	76%	80%	85%	89%	47%	66%	73%	74%	77%	82%	86%				
Premises	53%	63%	67%	69%	69%	72%	77%	41%	42%	50%	56%	60%	67%	74%	51%	57%	60%	63%	65%	72%	78%	52%	59%	63%	65%	67%	72%	77%				
Space requirements	75%	90%	95%	93%	93%	93%	93%	51%	76%	84%	86%	86%	87%	86%	76%	90%	94%	93%	94%	94%	93%	75%	89%	94%	93%	93%	92%	93%				
Furniture and fittings	51%	69%	78%	83%	84%	85%	87%	42%	54%	71%	77%	76%	81%	81%	58%	73%	80%	84%	86%	87%	88%	53%	69%	78%	83%	84%	86%	87%				
Toilets and bathrooms	67%	78%	81%	83%	83%	84%	84%	51%	64%	66%	74%	75%	75%	78%	67%	72%	77%	79%	80%	79%	81%	66%	75%	78%	81%	81%	82%					
Shared space	77%	84%	86%	88%	88%	88%	89%	62%	73%	79%	83%	82%	83%	83%	85%	74%	81%	84%	86%	87%	88%	76%	82%	85%	87%	87%	88%	89%				
Adaptations and equipment	81%	86%	89%	90%	89%	89%	90%	63%	72%	77%	82%	80%	83%	83%	80%	88%	89%	89%	89%	89%	89%	80%	86%	88%	88%	89%	89%	89%				
Hygiene and control of infection	63%	74%	80%	84%	86%	88%	90%	68%	69%	74%	83%	88%	91%	90%	66%	76%	81%	83%	86%	88%	91%	64%	75%	80%	84%	86%	88%	91%				
Roles	66%	80%	89%	90%	90%	90%	91%	71%	88%	91%	92%	92%	92%	93%	76%	87%	92%	93%	93%	94%	95%	70%	83%	90%	91%	91%	92%					
Qualities and qualifications	61%	70%	74%	74%	78%	82%	86%	69%	69%	74%	77%	81%	84%	87%	64%	75%	80%	80%	84%	87%	91%	63%	72%	77%	77%	80%	84%	87%				
Staff team	62%	72%	76%	79%	78%	78%	78%	47%	71%	74%	75%	74%	73%	74%	66%	75%	77%	78%	78%	78%	78%	63%	73%	76%	78%	77%	76%	78%				
Recruitment	45%	55%	63%	69%	72%	78%	81%	29%	42%	55%	64%	70%	79%	84%	49%	54%	63%	71%	78%	82%	87%	47%	54%	62%	69%	74%	79%	83%				
Training and development	40%	56%	67%	70%	71%	76%	81%	51%	63%	71%	70%	71%	79%	79%	60%	72%	77%	78%	79%	83%	86%	45%	63%	71%	73%	74%	78%	82%				

	Private								Council								Voluntary								All Services							
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09				
Supervision and support	43%	64%	74%	76%	75%	77%	78%	61%	76%	81%	82%	81%	84%	84%	67%	78%	83%	83%	82%	84%	86%	54%	71%	78%	79%	78%	80%	81%				
Day to day operations	47%	55%	62%	71%	78%	80%	83%	51%	59%	66%	74%	79%	84%	87%	56%	60%	64%	74%	79%	82%	87%	51%	57%	63%	72%	78%	81%	84%				
Ethos	85%	91%	93%	92%	91%	91%	91%	84%	89%	93%	90%	89%	88%	89%	90%	95%	95%	94%	93%	93%	94%	87%	92%	94%	92%	92%	92%	92%				
Quality assurance	27%	47%	59%	64%	68%	73%	79%	24%	47%	53%	60%	66%	70%	78%	38%	55%	63%	67%	73%	79%	84%	32%	50%	60%	65%	70%	75%	80%				
Policies and procedures	38%	64%	75%	78%	77%	78%	79%	35%	58%	69%	74%	75%	74%	74%	48%	69%	77%	80%	81%	82%	81%	42%	65%	76%	78%	78%	79%	80%				
Record keeping	52%	64%	71%	72%	71%	71%	72%	55%	54%	65%	67%	68%	68%	70%	56%	66%	70%	72%	71%	72%	72%	54%	65%	70%	72%	71%	71%	72%				
Safe working practices	36%	46%	55%	60%	64%	71%	79%	35%	40%	50%	56%	65%	75%	77%	43%	50%	55%	60%	67%	76%	81%	39%	47%	55%	60%	65%	73%	79%				
Conduct of the service	54%	71%	79%	80%	79%	79%	80%	41%	66%	75%	76%	79%	78%	77%	59%	75%	82%	82%	82%	83%	82%	56%	72%	80%	80%	80%	81%	81%				

* Includes personal care homes and non-medical care homes

Table D3: Percentages of services meeting or exceeding individual NMS – Nursing homes for younger adults

	Private								Voluntary								All Services *						
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
Information	27%	54%	71%	73%	73%	79%	76%		23%	58%	79%	84%	75%	75%	80%		25%	55%	73%	77%	74%	78%	78%
Needs assessment	70%	76%	85%	86%	85%	90%	92%		79%	81%	87%	86%	93%	95%	97%		74%	79%	86%	85%	88%	92%	94%
Meeting needs	74%	76%	81%	86%	85%	86%	85%		80%	86%	87%	87%	84%	86%	91%		77%	80%	83%	86%	85%	86%	87%
Introductory visits	82%	88%	92%	95%	94%	96%	98%		92%	97%	98%	97%	97%	98%	97%		86%	92%	94%	96%	95%	97%	98%
Contract	42%	61%	76%	81%	77%	81%	80%		43%	63%	79%	87%	82%	82%	82%		43%	62%	77%	82%	78%	81%	80%
Service user plan	52%	58%	60%	66%	70%	74%	72%		65%	65%	64%	68%	70%	73%	75%		57%	60%	61%	66%	69%	73%	73%
Decision making	70%	81%	85%	86%	84%	91%	88%		76%	85%	88%	93%	90%	90%	90%		72%	83%	85%	88%	86%	90%	89%
Participation	59%	75%	84%	88%	82%	90%	88%		67%	85%	89%	89%	88%	89%	92%		62%	78%	86%	88%	85%	90%	89%
Risk taking	66%	73%	81%	75%	80%	82%	82%		75%	80%	81%	84%	88%	88%	90%		70%	76%	81%	78%	82%	84%	85%
Confidentiality	70%	82%	88%	88%	87%	90%	87%		78%	87%	93%	93%	91%	91%	93%		73%	85%	90%	90%	89%	91%	89%
Personal development	81%	83%	85%	87%	89%	89%	88%		92%	91%	94%	96%	96%	95%	96%		86%	87%	88%	90%	91%	91%	90%
Education and occupation	80%	80%	87%	86%	84%	87%	88%		91%	93%	93%	90%	85%	88%	90%		85%	85%	89%	87%	85%	87%	88%
Community links and social inclusion	81%	83%	89%	89%	88%	92%	90%		87%	90%	94%	93%	92%	93%	91%		83%	86%	90%	90%	89%	92%	90%
Leisure	64%	74%	78%	81%	80%	85%	80%		81%	86%	87%	89%	86%	86%	85%		71%	78%	81%	83%	82%	85%	81%
Relationships	92%	95%	98%	95%	97%	98%	95%		95%	96%	97%	99%	99%	99%	99%		93%	95%	97%	97%	98%	98%	96%
Daily routines	71%	74%	84%	85%	88%	90%	90%		72%	84%	90%	90%	92%	93%	92%		72%	78%	86%	87%	90%	91%	91%
Meals and mealtimes	78%	81%	81%	84%	88%	90%	89%		83%	85%	86%	86%	90%	91%	93%		81%	82%	83%	85%	89%	91%	90%
Personal support	80%	85%	85%	87%	90%	92%	90%		86%	89%	91%	91%	93%	94%	94%		83%	86%	87%	88%	91%	93%	91%
Healthcare	87%	81%	85%	84%	82%	88%	86%		88%	92%	90%	84%	88%	91%	92%		87%	85%	87%	84%	84%	89%	88%
Medication	61%	56%	60%	61%	63%	68%	75%		62%	57%	71%	66%	61%	64%	74%		61%	57%	63%	63%	62%	67%	75%
Ageing and death	73%	79%	84%	86%	85%	89%	89%		79%	84%	89%	90%	91%	90%	92%		75%	81%	85%	88%	87%	89%	90%
Concerns and complaints	55%	74%	83%	87%	88%	90%	89%		58%	78%	80%	92%	90%	94%	95%		56%	76%	82%	89%	88%	92%	91%
Protection	55%	64%	73%	73%	74%	81%	83%		65%	73%	80%	80%	77%	85%	88%		59%	68%	76%	75%	75%	82%	85%
Premises	44%	56%	60%	61%	62%	70%	73%		53%	63%	62%	63%	63%	68%	74%		48%	59%	61%	61%	63%	69%	73%
Space requirements	66%	82%	88%	88%	87%	89%	89%		67%	84%	90%	95%	95%	92%	94%		66%	83%	89%	89%	90%	90%	91%
Furniture and fittings	46%	58%	70%	78%	78%	83%	81%		57%	76%	81%	85%	88%	87%	91%		51%	65%	74%	80%	82%	84%	85%
Toilets and bathrooms	62%	70%	74%	80%	76%	79%	80%		60%	77%	81%	81%	80%	80%	79%		62%	73%	76%	80%	78%	80%	80%
Shared space	71%	76%	83%	85%	84%	88%	85%		77%	79%	88%	87%	89%	88%	89%		73%	77%	85%	86%	86%	89%	87%
Adaptations and equipment	75%	78%	83%	84%	80%	83%	83%		79%	87%	87%	86%	86%	90%	91%		77%	81%	84%	85%	83%	86%	86%
Hygiene and control of infection	61%	66%	76%	81%	80%	85%	85%		67%	73%	83%	81%	86%	88%	92%		64%	69%	78%	80%	82%	86%	88%
Roles	78%	83%	89%	90%	88%	89%	86%		77%	87%	95%	95%	96%	95%	95%		78%	85%	91%	92%	91%	91%	89%
Qualities and qualifications	64%	69%	75%	75%	76%	83%	83%		71%	77%	82%	81%	85%	89%	89%		67%	72%	78%	77%	79%	86%	85%
Staff team	63%	70%	80%	83%	79%	82%	77%		71%	78%	79%	82%	79%	74%	71%		67%	73%	80%	83%	79%	79%	75%
Recruitment	48%	50%	63%	67%	66%	75%	76%		59%	49%	61%	67%	75%	83%	86%		51%	49%	63%	68%	69%	77%	80%
Training and development	42%	60%	68%	70%	72%	76%	78%		63%	73%	84%	79%	79%	87%	88%		51%	64%	74%	74%	75%	80%	81%

	Private							Voluntary							All Services*						
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
Supervision and support	34%	54%	65%	68%	67%	74%	74%	60%	75%	76%	82%	81%	80%	83%	44%	62%	70%	74%	72%	76%	77%
Day to day operations	50%	56%	66%	73%	79%	81%	81%	64%	73%	74%	81%	87%	87%	87%	56%	62%	69%	76%	81%	83%	84%
Ethos	84%	89%	94%	89%	91%	90%	87%	92%	94%	96%	93%	93%	92%	93%	87%	91%	95%	91%	91%	91%	89%
Quality assurance	30%	51%	62%	60%	67%	79%	78%	42%	57%	69%	73%	85%	83%	84%	34%	53%	64%	66%	73%	81%	81%
Policies and procedures	48%	68%	78%	82%	77%	78%	77%	58%	76%	82%	85%	83%	79%	80%	52%	71%	79%	83%	79%	79%	78%
Record keeping	60%	64%	69%	70%	68%	70%	67%	65%	67%	76%	79%	75%	76%	77%	61%	65%	72%	73%	70%	72%	70%
Safe working practices	43%	50%	55%	60%	64%	74%	77%	56%	57%	63%	62%	64%	75%	79%	48%	54%	58%	60%	63%	74%	77%
Conduct of the service	59%	71%	82%	82%	79%	80%	79%	66%	81%	89%	87%	86%	88%	90%	62%	76%	85%	84%	82%	84%	84%

*Includes a small number of homes run by councils and NHS homes

Table D4: Percentages of services meeting or exceeding individual NMS – All care homes for older people

	Private								Council								Voluntary								All Services							
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	
Information	26	58	72	78	78	79	83	16	53	71	76	77	78	81	30	60	76	84	82	85	87	26	58	72	78	78	80	83				
Contract	49	72	81	85	83	85	86	34	62	74	78	77	78	81	58	79	85	89	87	88	90	50	72	81	85	83	85	86				
Needs assessment	55	76	82	85	84	88	90	75	78	84	85	84	89	91	65	83	88	87	86	89	92	57	77	83	84	84	88	91				
Meeting needs	71	79	81	83	83	83	84	80	80	82	84	82	84	86	80	86	88	90	89	90	90	72	79	82	84	83	84	85				
Trial visits	85	93	96	97	97	97	98	80	93	93	94	95	95	96	92	97	99	99	98	99	99	86	94	96	97	97	97	98				
Intermediate care	75	78	80	86	87	88	88	81	80	81	82	87	89	91	81	88	90	92	95	94	93	76	80	82	86	88	89	89				
Service user plan	33	49	56	57	56	62	68	44	49	58	55	58	66	72	43	53	57	58	56	65	71	34	50	56	57	56	62	69				
Healthcare	73	77	77	77	79	83	85	84	77	80	83	80	86	89	77	82	83	84	83	87	91	73	78	78	78	79	83	86				
Medication	45	53	56	59	60	66	69	35	49	60	60	60	68	73	50	57	58	58	60	69	73	45	53	56	59	60	67	70				
Privacy and dignity	80	85	88	89	89	90	91	81	91	90	92	94	95	96	89	93	94	94	94	95	95	81	87	89	89	90	91	92				
Dying and death	76	83	88	89	88	89	89	75	83	86	87	88	89	89	83	90	93	92	93	92	93	77	84	88	89	89	89	89				
Social contact and activities	71	77	80	78	75	76	79	73	80	82	79	76	78	80	81	87	87	86	85	86	87	72	79	81	79	76	77	80				
Community contact	85	94	97	98	97	97	97	91	95	97	98	98	97	98	91	97	98	98	99	99	99	86	94	97	98	97	98	98				
Autonomy and choice	73	85	90	90	91	91	92	80	90	94	93	94	95	95	81	90	95	95	95	95	96	74	86	91	91	92	92	93				
Meals and mealtimes	77	81	84	84	85	87	89	87	85	86	89	89	92	94	84	88	89	91	92	92	93	78	82	84	85	86	88	89				
Complaints	50	78	85	86	87	90	91	51	77	86	88	89	93	94	58	84	91	90	90	93	94	51	79	85	87	88	90	92				
Rights	85	92	96	96	96	96	96	91	95	97	97	96	96	95	92	97	98	98	98	98	98	86	93	96	96	96	96	96				
Protection	45	66	73	73	76	81	85	63	78	82	85	86	88	90	56	78	82	83	84	89	88	46	69	75	75	78	83	86				
Premises	55	64	68	66	67	72	76	38	51	57	63	69	74	81	63	71	76	73	75	81	87	55	64	68	67	68	73	78				
Shared facilities	75	86	89	87	86	87	87	74	82	88	88	88	88	90	83	89	93	92	92	93	94	76	86	89	88	87	87	88				
Lavatories and washing facilities	63	74	78	79	78	78	78	58	70	74	79	78	80	82	73	82	84	86	86	87	89	64	74	78	80	79	79	79				
Adaptations and equipment	54	66	75	77	77	77	78	57	69	77	81	83	82	84	68	80	88	89	88	89	88	56	68	77	79	78	79	79				
Space requirements	64	88	93	93	92	93	93	49	83	90	90	91	90	92	74	91	95	95	95	95	95	65	88	93	93	92	93	93				
Furniture and fittings	42	60	70	77	77	79	81	40	55	70	76	78	82	85	59	77	84	88	89	90	91	44	61	72	78	79	81	83				
Heating and lighting	42	56	67	72	73	74	75	42	57	70	75	77	81	82	55	71	78	82	83	84	85	43	58	68	73	74	76	76				
Hygiene and infection control	55	66	72	75	77	81	84	61	69	74	82	83	86	91	67	78	83	85	85	89	92	57	67	73	77	78	82	85				
Staff complement	71	75	79	80	81	82	85	46	65	73	79	78	77	81	77	81	84	84	84	84	86	71	75	79	81	81	82	84				
Qualifications	46	57	61	70	76	83	87	56	63	72	84	90	94	96	58	74	77	80	84	90	93	47	59	64	72	78	84	88				
Recruitment	43	51	59	64	68	74	78	47	51	60	71	78	86	89	53	60	67	71	75	81	85	45	52	60	65	69	76	79				
Staff training	42	60	69	70	71	75	80	63	72	77	79	80	81	85	62	76	83	82	80	83	86	44	63	71	72	72	76	81				
Day to day operations	58	62	67	72	76	79	82	74	70	74	81	87	90	91	74	79	82	84	87	90	90	60	65	69	74	78	81	83				
Ethos	75	85	89	88	87	87	87	86	91	94	94	94	93	93	85	91	95	94	93	93	93	77	86	90	89	89	88	88				
Quality assurance	30	49	60	66	68	74	79	41	55	66	71	76	82	84	43	63	71	78	81	87	87	32	51	61	67	70	76	80				
Financial procedures	61	77	85	87	87	87	88	54	77	86	89	88	89	90	74	86	92	94	93	94	93	63	78	86	88	88	88	89				
Service User Money	73	83	87	87	91	92	94	72	82	88	90	93	95	97	81	87	92	93	93	96	97	74	83	87	88	91	93	94				

	Private							Council							Voluntary							All Services													
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
Staff Supervision	24%	50%	62%	65%	65%	67%	69%	69%	73%	77%	81%	78%	79%	80%	49%	68%	75%	75%	75%	76%	75%	28%	54%	65%	67%	67%	69%	71%	28%	54%	65%	67%	67%	69%	71%
Record Keeping	49%	61%	67%	67%	66%	65%	65%	54%	63%	65%	68%	69%	69%	70%	53%	67%	73%	73%	72%	72%	72%	50%	62%	67%	68%	67%	66%	67%	50%	62%	67%	68%	67%	66%	67%
Safe Working Practices	39%	46%	52%	53%	60%	69%	75%	48%	48%	54%	59%	66%	77%	84%	51%	54%	62%	62%	67%	78%	81%	41%	47%	53%	54%	61%	70%	41%	47%	53%	54%	61%	70%	76%	

Table D5: Percentages of services meeting or exceeding individual NMS – Residential care homes for older people*

	Private								Council								Voluntary				All Services							
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
Information	23%	57%	71%	78%	77%	79%	82%	16%	53%	71%	76%	77%	77%	81%	28%	62%	75%	84%	83%	86%	87%	24%	57%	72%	78%	78%	79%	83%
Contract	48%	73%	81%	85%	83%	84%	87%	34%	62%	74%	78%	77%	78%	81%	58%	80%	86%	89%	88%	88%	89%	49%	72%	81%	85%	83%	84%	86%
Needs assessment	52%	74%	81%	83%	83%	87%	90%	74%	78%	84%	85%	84%	89%	92%	63%	83%	87%	87%	85%	88%	92%	54%	76%	82%	84%	83%	87%	90%
Meeting needs	70%	78%	81%	84%	84%	84%	85%	79%	80%	82%	84%	82%	84%	86%	79%	86%	88%	91%	90%	91%	91%	71%	80%	82%	85%	84%	85%	86%
Trial visits	85%	93%	96%	97%	97%	97%	97%	80%	92%	93%	94%	95%	95%	96%	93%	98%	99%	99%	98%	99%	99%	86%	93%	96%	97%	97%	97%	97%
Intermediate care	81%	83%	85%	89%	91%	91%	91%	80%	80%	81%	82%	87%	89%	90%	82%	90%	91%	94%	94%	93%	91%	81%	83%	84%	88%	90%	91%	91%
Service user plan	32%	50%	57%	57%	57%	62%	68%	44%	49%	58%	56%	59%	67%	73%	42%	53%	58%	60%	57%	66%	71%	34%	50%	57%	57%	57%	63%	69%
Healthcare	74%	80%	79%	80%	81%	83%	85%	83%	77%	80%	83%	80%	86%	89%	77%	83%	83%	85%	85%	88%	92%	74%	80%	80%	81%	81%	84%	86%
Medication	41%	51%	56%	61%	61%	66%	69%	35%	49%	60%	60%	60%	68%	73%	49%	58%	59%	59%	62%	70%	73%	42%	52%	57%	61%	61%	67%	70%
Privacy and dignity	81%	87%	90%	90%	90%	92%	92%	81%	91%	90%	92%	94%	95%	96%	90%	94%	94%	94%	94%	95%	96%	82%	89%	90%	91%	91%	92%	93%
Dying and death	73%	83%	88%	89%	90%	90%	91%	74%	83%	86%	87%	88%	89%	90%	82%	90%	93%	92%	93%	93%	93%	75%	84%	88%	89%	90%	91%	91%
Social contact and activities	73%	80%	82%	79%	77%	78%	81%	74%	80%	82%	79%	76%	79%	81%	81%	87%	88%	88%	86%	87%	87%	74%	81%	83%	81%	78%	79%	81%
Community contact	84%	93%	96%	98%	97%	97%	97%	91%	95%	97%	98%	98%	97%	98%	91%	97%	98%	98%	99%	99%	99%	85%	94%	97%	98%	97%	98%	98%
Autonomy and choice	72%	85%	90%	91%	92%	92%	93%	80%	90%	93%	93%	94%	95%	96%	82%	90%	95%	96%	96%	95%	97%	73%	86%	91%	92%	92%	93%	94%
Meals and mealtimes	79%	83%	86%	87%	86%	89%	90%	87%	85%	86%	89%	89%	92%	94%	85%	89%	90%	92%	92%	92%	94%	80%	84%	86%	88%	87%	90%	91%
Complaints	47%	78%	85%	87%	87%	90%	92%	51%	76%	87%	88%	90%	93%	94%	58%	84%	91%	91%	91%	94%	94%	48%	79%	86%	87%	88%	91%	93%
Rights	85%	92%	96%	96%	96%	96%	96%	91%	95%	97%	97%	96%	96%	95%	92%	97%	98%	98%	98%	98%	98%	86%	93%	96%	96%	97%	97%	96%
Protection	41%	65%	72%	73%	75%	80%	85%	63%	78%	82%	85%	86%	88%	90%	55%	78%	81%	83%	84%	89%	89%	44%	68%	74%	75%	78%	82%	86%
Premises	55%	66%	69%	67%	67%	72%	77%	38%	51%	57%	63%	69%	74%	80%	63%	71%	75%	73%	75%	81%	87%	56%	65%	68%	67%	68%	73%	78%
Shared facilities	77%	88%	90%	89%	88%	88%	88%	74%	82%	88%	88%	88%	89%	90%	83%	89%	93%	92%	92%	93%	94%	78%	88%	90%	89%	88%	89%	89%
Lavatories and washing facilities	64%	76%	79%	80%	79%	78%	79%	58%	70%	74%	79%	78%	81%	82%	72%	82%	84%	87%	86%	88%	89%	65%	76%	79%	81%	80%	80%	80%
Adaptations and equipment	54%	66%	75%	78%	77%	78%	78%	56%	69%	77%	81%	83%	82%	84%	67%	80%	88%	89%	88%	88%	88%	56%	68%	77%	80%	79%	80%	80%
Space requirements	64%	88%	93%	93%	93%	93%	93%	49%	83%	90%	90%	91%	90%	92%	73%	91%	95%	96%	96%	96%	96%	65%	88%	93%	93%	93%	94%	94%
Furniture and fittings	43%	63%	72%	79%	80%	82%	83%	40%	55%	70%	76%	78%	83%	86%	59%	78%	85%	89%	90%	91%	92%	45%	64%	74%	80%	81%	83%	84%
Heating and lighting	35%	51%	63%	69%	70%	72%	73%	42%	57%	71%	75%	77%	81%	82%	53%	70%	78%	82%	83%	84%	84%	38%	54%	66%	72%	73%	74%	75%
Hygiene and infection control	55%	66%	73%	77%	77%	81%	84%	61%	69%	74%	82%	83%	86%	91%	66%	77%	82%	86%	85%	89%	91%	57%	68%	74%	79%	79%	82%	85%
Staff complement	71%	75%	79%	82%	81%	83%	86%	46%	65%	73%	79%	78%	76%	80%	77%	81%	84%	84%	84%	83%	86%	71%	75%	79%	81%	81%	82%	85%
Qualifications	45%	57%	62%	70%	76%	84%	88%	56%	63%	72%	84%	91%	94%	96%	56%	72%	77%	81%	86%	91%	93%	47%	60%	65%	73%	79%	86%	89%
Recruitment	41%	50%	58%	63%	65%	72%	76%	48%	51%	60%	71%	78%	86%	89%	53%	59%	68%	71%	75%	81%	86%	43%	51%	59%	65%	68%	75%	79%
Staff training	39%	57%	67%	69%	69%	74%	79%	62%	72%	77%	80%	80%	80%	85%	62%	76%	83%	82%	81%	83%	86%	42%	62%	70%	72%	72%	76%	81%
Day to day operations	54%	61%	65%	72%	75%	79%	82%	73%	70%	74%	82%	88%	90%	91%	73%	78%	81%	84%	87%	91%	91%	57%	64%	68%	74%	78%	81%	84%
Ethos	75%	85%	89%	89%	88%	88%	88%	86%	91%	94%	94%	94%	93%	93%	85%	91%	95%	94%	93%	94%	93%	76%	86%	91%	90%	89%	89%	89%

	Private								Council								Voluntary				All Services									
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09		2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
Quality assurance	28%	47%	57%	64%	66%	72%	78%		41%	55%	66%	71%	76%	82%	85%	43%	61%	70%	78%	80%	86%	87%	30%	50%	60%	66%	69%	75%	80%	
Financial procedures	59%	75%	83%	85%	85%	86%	87%		54%	77%	86%	89%	88%	89%	90%	74%	85%	92%	93%	93%	93%	93%	61%	77%	85%	87%	87%	88%	88%	
Service User Money	76%	85%	87%	88%	91%	92%	93%		72%	81%	88%	90%	93%	95%	96%	81%	87%	91%	92%	93%	95%	97%	76%	85%	88%	88%	91%	93%	94%	
Staff Supervision	25%	50%	63%	66%	66%	68%	70%		69%	73%	77%	81%	78%	80%	81%	50%	69%	75%	77%	76%	78%	77%	30%	55%	66%	69%	69%	70%	72%	
Record Keeping	47%	59%	65%	66%	64%	63%	63%		54%	63%	66%	69%	70%	70%	70%	54%	67%	73%	72%	71%	71%	71%	48%	61%	66%	67%	66%	65%	65%	
Safe Working Practices	37%	45%	50%	52%	59%	68%	74%		48%	48%	54%	59%	66%	77%	84%	51%	54%	62%	63%	66%	78%	81%	39%	46%	52%	54%	60%	70%	76%	

**Includes personal care homes and non-medical care homes*

Table D6: Percentages of services meeting or exceeding individual NMS – Nursing homes for older people

	Private						Voluntary						All Services *								
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
Information	31%	59%	74%	78%	79%	80%	83%	37%	54%	81%	80%	77%	81%	85%	31%	59%	74%	78%	78%	80%	83%
Contract	52%	72%	81%	85%	83%	86%	86%	62%	77%	84%	86%	85%	92%	94%	52%	73%	82%	85%	83%	86%	87%
Needs assessment	62%	78%	84%	85%	85%	90%	91%	71%	82%	93%	87%	87%	93%	94%	63%	78%	84%	85%	85%	90%	91%
Meeting needs	74%	79%	81%	82%	82%	82%	83%	82%	84%	86%	86%	83%	87%	89%	75%	79%	82%	82%	82%	82%	83%
Trial visits	85%	94%	97%	98%	98%	98%	98%	87%	94%	99%	99%	99%	99%	99%	85%	94%	97%	98%	98%	98%	98%
Intermediate care	67%	72%	74%	81%	82%	84%	84%	77%	80%	88%	86%	98%	98%	98%	68%	72%	75%	81%	83%	85%	85%
Service user plan	35%	49%	53%	56%	55%	62%	68%	46%	52%	52%	50%	50%	63%	67%	36%	49%	53%	55%	55%	62%	68%
Healthcare	71%	73%	74%	72%	76%	82%	84%	78%	82%	80%	78%	77%	84%	88%	71%	74%	74%	72%	76%	82%	84%
Medication	53%	56%	55%	56%	59%	67%	70%	55%	54%	52%	55%	49%	64%	71%	53%	56%	55%	56%	58%	67%	70%
Privacy and dignity	77%	82%	85%	86%	87%	88%	89%	85%	89%	92%	91%	91%	92%	94%	78%	82%	85%	86%	87%	88%	89%
Dying and death	81%	83%	88%	87%	86%	86%	86%	86%	90%	94%	92%	93%	90%	91%	81%	83%	88%	88%	86%	86%	87%
Social contact and activities	67%	73%	77%	76%	73%	73%	77%	81%	88%	85%	78%	84%	81%	86%	67%	74%	77%	76%	74%	74%	78%
Community contact	86%	94%	97%	97%	97%	97%	98%	93%	97%	98%	98%	100%	99%	100%	87%	94%	97%	97%	97%	97%	98%
Autonomy and choice	74%	86%	90%	88%	90%	89%	91%	77%	91%	95%	90%	93%	92%	93%	74%	86%	90%	89%	90%	89%	91%
Meals and mealtimes	74%	77%	80%	80%	82%	83%	86%	79%	84%	86%	87%	90%	89%	89%	75%	78%	80%	80%	82%	84%	86%
Complaints	57%	78%	84%	86%	87%	89%	90%	58%	85%	89%	88%	86%	90%	93%	57%	79%	84%	86%	87%	89%	90%
Rights	86%	93%	96%	96%	96%	96%	96%	91%	97%	97%	98%	97%	97%	97%	86%	93%	96%	96%	96%	96%	96%
Protection	52%	69%	75%	74%	78%	83%	86%	60%	78%	86%	81%	81%	88%	86%	52%	70%	75%	75%	78%	83%	86%
Premises	54%	61%	66%	65%	67%	72%	76%	64%	75%	79%	74%	78%	82%	88%	55%	62%	67%	66%	68%	73%	77%
Shared facilities	72%	82%	87%	84%	84%	85%	85%	83%	89%	92%	91%	90%	92%	95%	72%	83%	87%	85%	85%	85%	86%
Lavatories and washing facilities	61%	71%	76%	77%	76%	76%	77%	80%	82%	85%	83%	84%	83%	88%	63%	72%	77%	78%	77%	77%	78%
Adaptations and equipment	54%	67%	75%	76%	75%	76%	77%	71%	82%	90%	92%	87%	90%	88%	56%	68%	76%	77%	76%	77%	78%
Space requirements	65%	87%	93%	92%	92%	91%	92%	79%	93%	94%	93%	93%	91%	93%	66%	87%	93%	93%	92%	91%	92%
Furniture and fittings	38%	54%	66%	73%	74%	76%	79%	59%	74%	83%	83%	85%	84%	87%	39%	56%	67%	74%	74%	76%	79%
Heating and lighting	54%	65%	74%	76%	76%	78%	78%	65%	77%	79%	83%	85%	87%	88%	55%	66%	74%	76%	77%	78%	79%
Hygiene and infection control	56%	65%	70%	73%	77%	81%	84%	69%	85%	87%	81%	87%	89%	95%	57%	66%	71%	73%	77%	82%	84%
Staff complement	72%	75%	78%	79%	80%	80%	83%	76%	81%	85%	82%	82%	87%	84%	72%	76%	78%	79%	80%	80%	83%
Qualifications	48%	56%	60%	68%	76%	81%	85%	65%	81%	78%	78%	75%	87%	90%	49%	58%	62%	69%	76%	82%	85%
Recruitment	48%	53%	61%	65%	71%	77%	81%	52%	63%	60%	69%	72%	80%	82%	48%	54%	61%	66%	72%	77%	81%
Staff training	47%	64%	72%	71%	73%	77%	82%	62%	76%	85%	81%	75%	83%	88%	48%	65%	73%	72%	73%	77%	82%
Day to day operations	64%	65%	69%	73%	79%	80%	81%	78%	86%	87%	87%	83%	87%	89%	65%	66%	70%	74%	79%	81%	82%
Ethos	77%	85%	88%	87%	86%	86%	86%	86%	92%	95%	95%	91%	91%	93%	77%	85%	89%	87%	87%	86%	86%
Quality assurance	34%	54%	64%	69%	72%	77%	81%	41%	70%	77%	75%	83%	90%	88%	35%	55%	65%	69%	72%	78%	81%
Financial procedures	65%	81%	88%	90%	90%	90%	90%	76%	91%	96%	96%	95%	97%	95%	66%	82%	88%	90%	90%	90%	91%
Service User Money	69%	80%	86%	86%	90%	93%	94%	81%	84%	93%	93%	92%	97%	96%	70%	80%	87%	87%	90%	93%	94%

	Private							Voluntary							All Services*						
	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
Staff Supervision	22%	50%	62%	63%	63%	66%	68%	43%	61%	74%	67%	70%	66%	71%	24%	51%	63%	63%	64%	66%	68%
Record Keeping	54%	63%	69%	69%	68%	68%	68%	50%	65%	77%	75%	78%	76%	76%	53%	63%	69%	69%	68%	68%	69%
Safe Working Practices	44%	48%	54%	54%	63%	70%	76%	53%	56%	63%	57%	67%	80%	81%	45%	48%	55%	54%	63%	71%	77%

*Includes a small number of homes run by councils and NHS homes

Table D7: Percentages of services meeting or exceeding individual NMS – Home Care Agencies

	Private					Council					Voluntary					All Services				
	2004-05	2005-06	2006-07	2007-08	2008-09	2004-05	2005-06	2006-07	2007-08	2008-09	2004-05	2005-06	2006-07	2007-08	2008-09	2004-05	2005-06	2006-07	2007-08	2008-09
Information	49%	66%	76%	80%	83%	39%	64%	74%	79%	82%	55%	71%	85%	87%	90%	48%	66%	77%	81%	84%
Care needs assessment	66%	77%	83%	87%	89%	69%	75%	82%	89%	93%	74%	80%	84%	92%	95%	68%	77%	83%	88%	90%
Meeting needs	76%	80%	82%	84%	87%	79%	80%	85%	87%	86%	89%	91%	89%	91%	93%	78%	81%	83%	85%	87%
Contract	65%	76%	80%	83%	85%	65%	76%	78%	79%	77%	69%	82%	86%	88%	85%	65%	77%	80%	83%	84%
Confidentiality	83%	88%	90%	91%	92%	80%	88%	89%	91%	92%	89%	90%	92%	94%	95%	83%	88%	90%	91%	92%
Responsive services	78%	77%	81%	84%	86%	75%	76%	79%	85%	89%	91%	87%	87%	90%	91%	79%	78%	81%	85%	87%
Service user plan	41%	51%	59%	67%	73%	41%	49%	58%	67%	77%	57%	62%	67%	74%	83%	43%	52%	60%	67%	75%
Privacy and dignity	88%	93%	94%	95%	95%	90%	94%	94%	97%	98%	94%	96%	95%	98%	99%	89%	93%	94%	96%	96%
Autonomy and independence	83%	89%	90%	91%	91%	82%	88%	90%	91%	91%	91%	94%	94%	94%	95%	84%	89%	91%	92%	92%
Medication and health related activities	50%	58%	63%	71%	76%	43%	53%	63%	72%	80%	65%	63%	72%	81%	83%	51%	58%	63%	72%	78%
Safe work practices	69%	76%	82%	86%	89%	76%	80%	86%	91%	94%	77%	81%	89%	95%	95%	71%	78%	83%	87%	91%
Risk assessments	52%	63%	68%	75%	80%	51%	59%	71%	80%	88%	68%	70%	74%	82%	89%	54%	63%	69%	77%	82%
Financial protection	64%	73%	76%	78%	80%	68%	76%	80%	84%	87%	72%	79%	82%	86%	87%	66%	74%	77%	80%	82%
Protection of the person	53%	64%	75%	82%	85%	54%	70%	82%	88%	93%	72%	76%	85%	89%	92%	55%	66%	77%	83%	87%
Security of the home	73%	78%	81%	83%	86%	58%	69%	75%	79%	79%	76%	78%	80%	81%	84%	71%	76%	80%	82%	84%
Records kept in the home	62%	69%	72%	76%	79%	60%	65%	70%	75%	78%	74%	77%	76%	78%	83%	63%	69%	72%	76%	79%
Recruitment and selection	52%	59%	71%	76%	78%	50%	64%	77%	83%	86%	63%	65%	80%	84%	87%	53%	61%	72%	78%	80%
Requirements of the job	71%	81%	83%	85%	86%	76%	86%	87%	86%	86%	85%	89%	90%	91%	92%	73%	82%	85%	86%	87%
Development and training	60%	65%	72%	76%	80%	63%	68%	72%	80%	84%	74%	75%	80%	85%	91%	62%	67%	73%	77%	82%
Qualifications	63%	68%	70%	74%	77%	57%	67%	77%	82%	85%	72%	79%	81%	81%	86%	63%	69%	72%	76%	80%
Supervision	45%	52%	65%	74%	77%	51%	69%	75%	82%	86%	68%	65%	74%	80%	88%	49%	57%	67%	75%	80%
Business premises, management and planning	85%	83%	83%	86%	88%	76%	79%	82%	86%	90%	85%	88%	86%	89%	92%	84%	83%	83%	86%	89%
Financial procedures	95%	95%	94%	94%	95%	88%	91%	92%	93%	94%	99%	97%	96%	97%	96%	94%	94%	94%	94%	95%
Records keeping	66%	70%	73%	75%	76%	67%	72%	72%	74%	75%	76%	76%	81%	83%	83%	67%	71%	73%	75%	77%
Policies and procedures	69%	75%	76%	78%	80%	67%	78%	80%	81%	81%	80%	76%	82%	82%	88%	70%	76%	77%	79%	81%
Complaints and compliments	66%	75%	85%	89%	90%	64%	78%	86%	93%	94%	75%	82%	90%	92%	94%	66%	76%	85%	89%	91%
Quality assurance	54%	65%	72%	78%	81%	46%	60%	68%	76%	85%	64%	73%	77%	80%	87%	54%	65%	72%	78%	82%

Table D8: Percentages of services meeting or exceeding individual NMS – Nursing Agencies

	All Services					
	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
Information	86%	93%	76%	82%	83%	86%
Fitness Of Registered Persons	53%	66%	77%	76%	78%	82%
Recruitment Process	77%	87%	86%	87%	89%	90%
Checks On Nurses	64%	72%	81%	82%	87%	90%
Identification and Qualification	63%	76%	85%	83%	83%	84%
Competence	56%	73%	83%	81%	82%	84%
Complaints	51%	74%	83%	86%	88%	90%
Protection From Abuse	45%	63%	77%	78%	82%	85%
Assistance With Medication	61%	80%	88%	89%	90%	91%
Confidentiality	88%	94%	79%	94%	94%	95%
Safe Working Practices	70%	83%	84%	86%	88%	90%
Financial Procedures	85%	91%	91%	92%	92%	93%
Premises	86%	91%	86%	93%	95%	95%
Management Structure	93%	92%	86%	94%	92%	93%
Organisational Policies	54%	73%	83%	87%	89%	89%
Agreement Between The Agency And Staff	85%	92%	83%	94%	93%	94%
Record Keeping	74%	83%	84%	85%	85%	86%
Quality Assurance	56%	68%	72%	76%	79%	84%

Table D9: Percentages of services meeting or exceeding individual NMS – Shared Lives Schemes

	All Services			
	2005-06	2006-07	2007-08	2008-09
Living a normal life	92%	94%	93%	97%
Referral	83%	82%	88%	95%
Matching and introductions	86%	91%	95%	98%
Daily life	73%	81%	90%	96%
Service user's plan	71%	67%	80%	93%
Placement monitoring and review	73%	74%	85%	91%
Carer support and review	88%	79%	88%	96%
Selection and training	56%	60%	67%	86%
Conduct of the scheme	60%	63%	76%	86%
Protection	67%	69%	82%	93%

Table E1: Quality ratings – national

	May 2008*		April 2009
0 Stars – Poor		2.8%	1.7%
1 Star – Adequate		23.6%	16.7%
2 Stars – Good		56.1%	59.6%
3 Stars – Excellent		13.3%	17.1%
Not Yet Rated		4.1%	4.7%
Rating Suspended		0.1%	0.0%

Table E2: Quality ratings – by service category

	0 Stars – Poor		1 Star – Adequate		2 Stars – Good		3 Stars – Excellent		Not Yet Rated		Rating Suspended	
	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09
Shared lives	1.5%	0.0%	9.0%	3.8%	66.4%	61.8%	20.1%	32.1%	3.0%	2.3%	0.0%	0.0%
Non-medical care home	0.0%	0.0%	34.8%	31.8%	52.2%	45.5%	4.3%	13.6%	8.7%	9.1%	0.0%	0.0%
Nursing home	4.3%	2.7%	27.3%	20.6%	51.8%	57.0%	13.4%	16.5%	3.0%	3.2%	0.2%	0.0%
Home care agency	1.7%	1.2%	20.0%	13.5%	57.5%	57.6%	14.5%	18.8%	6.1%	8.8%	0.1%	0.1%
Nursing Agency	0.6%	0.3%	18.9%	15.6%	57.0%	56.1%	15.9%	19.3%	7.0%	8.8%	0.7%	0.0%
Residential home	2.8%	1.7%	24.1%	16.9%	56.7%	61.3%	12.7%	16.4%	3.7%	3.5%	0.1%	0.1%

Table E3: Quality ratings – by care home type

	0 Stars – Poor		1 Star – Adequate		2 Stars – Good		3 Stars – Excellent		Not Yet Rated		Rating Suspended	
	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09
Care homes for older people	4.1%	2.7%	28.4%	20.0%	55.0%	60.8%	11.9%	15.2%	0.5%	1.2%	0.1%	0.1%
Care homes for younger adults	2.1%	1.1%	21.7%	15.4%	60.7%	63.2%	15.1%	19.0%	0.3%	1.3%	0.1%	0.1%

Table E4: Quality ratings - by ownership type

	0 Stars - Poor		1 Star - Adequate		2 Stars - Good		3 Stars - Excellent		Not Yet Rated		Rating Suspended	
	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09	May-08	Apr-09
Local Authority	1.1%	0.7%	19.2%	12.1%	61.2%	64.2%	17.5%	22.3%	1.0%	0.7%	0.0%	0.0%
NHS	0.9%	0.8%	23.7%	13.0%	53.5%	59.0%	14.0%	16.7%	7.9%	10.5%	0.0%	0.0%
Other	2.5%	0.6%	19.9%	18.4%	60.2%	49.7%	15.5%	17.8%	1.9%	13.5%	0.0%	0.0%
Private	3.3%	2.1%	25.5%	18.1%	54.3%	59.2%	11.7%	14.8%	5.0%	5.6%	0.2%	0.1%
Voluntary	1.2%	0.8%	17.0%	11.8%	61.6%	59.9%	18.8%	26.3%	1.4%	1.2%	0.0%	0.0%

**Quality ratings were first published at individual service level in May 2008. Prior to this ratings were only used to aid the practices of the regulatory body (CQC's predecessor, CSCI). CSCI only began publishing ratings at aggregate level once they were in the public domain for individual services.*

NOTE: Caution should be exercised when interpreting percentage figures for adult placement schemes, non-medical care homes and the ownership types of other and NHS as the actual number of services in these categories is relatively small.

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