

12 June 2020

Mr P Warren - Gray
MPS Care Limited
No. 6 & 7 Key Point Office Village,
Nix's Hill, Alfreton,
Derbyshire,
DE55 7FQ

Dear Mr Warren – Gray

Unsatisfactory Performance – Management of Clients Monies

Further to my letter of 27 May 2020 I am writing to formally advise of the Trust's concerns in respect of the systems of governance, risk management and control in relation to the management of clients monies within the Valley Nursing Home, which have been highlighted as 'Unacceptable' and detailed in the Internal Audit report, which was issued to you on 27 May 2020.

As a result of the concerns outlined above Southern Health & Social Care Trust ('the Trust') is now issuing a Performance Notice, under Clause 8.1.2 'Unsatisfactory Performance', of the General Terms and Conditions of Contract between MPS Care Ltd. for services provided in the Valley Nursing Home (the "Provider") and the Trust.

The Performance Notice attached sets out clearly the performance deficiencies and recommendations highlighted by Internal Audit and the Trust's requirement for a remedial action plan, which must detail the actions taken to date and further actions MPS Care Ltd. propose to take to rectify the issues, outlined in the Notice within the required time period and implications of any failure to do so, in full or in part, or to the standard required by the Trust. The Action Plan should be sent by Friday 26 June 2020. All performance deficiencies should be remedied within 3 months of this Notice unless otherwise agreed with the Trust.

As indicated, my office will be in touch to arrange a meeting with you directly as the Responsible Individual for this home.

Should you have any queries regarding this please do not hesitate to contact Mrs B Byrne, Interim Assistant Director of Older Peoples Services on 028 3760783 or my office directly.

Yours sincerely



Mr B Beattie
Director of Older Persons Services (Interim)

Copy:

Mr S Devlin, Chief Executive, SHSCT

Mr B McNeany, Director of Mental Health and Disability Services

Mr B Brown, Director of Older Peoples Services, Western Health and Social Care

Trust

Mrs B Byrne, Interim Assistant Director of OPPC

Mrs D Hanlon, Head of Adult Safeguarding

Mr J McEntee, Assistant Director of Disability Services

Mrs J McGall, Assistant Director of Mental Health

Mrs A Rutherford, Assistant Director of Finance and Procurement

Mrs L Leeman, Assistant Director of Performance Improvement

Mrs D Livingstone, Head of Contracts

Mr D Parsons, Chief Executive (Acting), RQIA

Mrs M Rolston, Health & Social Care Board