

18 June 2020

Mr P Warren-Gray
Responsible Individual
VALLEY NURSING HOME (MPS) LIMITED
No. 6 & 7 Key Point Office Village
Nix's Hill
Alfreton
Derbyshire
United Kingdom
DE55 7FQ

Dear Mr Warren-Gray

Unsatisfactory Performance - SHSCT Decision to Issue Valley Nursing Home (MPS) Limited with a Performance Notice (PN3) in respect to services provided in Valley Nursing Home, Clogher.

The Southern Health & Social Care Trust ("the Trust") is now issuing a Performance Notice (PN3), under Clause 8.1.2 'Unsatisfactory Performance', of the General Terms and Conditions of Contract between Valley Nursing Home (MPS) Limited for services provided in the Valley Nursing Home (the "Provider").

This is in regards to:

- Failure to response to Issues outlined in Performance Notice (PN) 1 to which further assurances were sought in correspondence 17 February and 22 April 2020, in relation to:
 - Senior Management Structure
 - Recruitment and Retention of Staff
 - Safeguarding
- Outcome of Safeguarding Validation Audit (28 May 2020) in respect of Recommendations made in the Trust's Adult Protection Investigation
- General failure by Responsible Individual to engage with the Trust.

The Performance Notice (PN3), attached, sets out clearly details of the performance deficiencies, the Trust's requirement for a remedial action plan, which must detail how MPS proposes to rectify the issues outlined in

the Notice within the required time period specified and implications of any failure to do so, in full or in part or to the standard required by the Trust.

The Trust now requires your attendance at a meeting with Trust Senior Staff to discuss your remedial action plan and the issues outlined within the Notice. The meeting will be held on Friday 26 June at 3.30 pm via Zoom – link to be provided, representatives from the Western Trust will also be in attendance.

On the day of the Validation Audit (28 May 2020) our Team shared with the staff nurse on duty, Registered Manager and Regional Manager feedback on the concerns raised, which are now outlined within the Performance Notice, as well as providing support to set up a Donning and Doffing station. The Trust Infection Control Nurse also visited the Home on Friday 05 June to provide further support and arrange further Infection Control Training.

In addition it is the Trust's expectation that you will continue to accept further Trust support within the home over the coming weeks, which will focus on the following areas:

- Infection Prevention and Control
- Continence Care
- Wound Care – Tissue Viability
- OT – seating and slings
- Deprivation of Liberty Safeguards and Management of Behaviours that Challenge

This is necessary to ensure the continued safety of our residents and enhancement of their life experiences within your home.

Should you have any queries regarding this please do not hesitate to contact me.

Yours sincerely



BRIAN BEATTIE
DIRECTOR OF OLDER PEOPLES SERVICES (INTERIM)



cc Mr Shane Devlin, Chief Executive
Mr Barney McNeany, Director of Mental Health and Disability Services
Mrs Brenda Byrne, Interim Assistant Director of Older Peoples
Services
Mr John McEntee, Assistant Director of Disability Services
Mrs Jan McGall, Assistant Director of Mental Health
Mrs Alison Rutherford, Assistant Director of Finance and Procurement
Mrs Lesley Leeman, Assistant Director of Performance Improvement
Mrs Deborah Hanlon, Head of Safeguarding
Mrs Dawn Livingstone, Head of Contracts
Mrs Aileen Mulligan, Head of Care Home Support