

27 May 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

**Internal Audit – Draft Report
Clients Monies – The Valley Nursing Home 2019/2020**

Further to audit in February 2020 in respect of Safeguarding of Service Users' Finances in Residential and Nursing Homes please find attached a copy of the Audit Report issued by BSO Internal Audit.

This report has provided an 'Unacceptable' level of assurance, indicating the system of governance, risk management and control has failed or there is a real and substantial risk that the system will fail to meet its objectives.

A number of recommendations have been made, which the Trust requires to be addressed and resolved, to a satisfactory level, as soon as possible. The Trust acknowledges that this will require the participation of Healthcare Ireland, who is managing the home on behalf of the MPS Care Group Ltd, however we will liaise with you directly as the current Responsible Individual for Valley Nursing Home. You should share this report with Healthcare Ireland.

The Trust deems that the issues highlighted in this report reflect 'Unsatisfactory Performance' in line with Clause 8 of the Regional Residential & Nursing Provider Specification and Contract, which we hold with MPS Care Group Ltd for services provided in Valley Nursing Home and it is our intention to issue a Performance Notice seeking a detailed remedial action plan. In advance of this, the Trust affords you now the opportunity to review the report for factual accuracy and to take the opportunity to submit any evidence or paperwork, which was outstanding at the time of the report.

If no information relating to points of factual inaccuracy or additional evidence/paperwork is received by my office by the end of business on Wednesday 10 June 2020, it will be assumed that you are content with the accuracy of the report and we will issue the associated Performance Notice.

The Trust will then arrange to meet with you to review the recommendations and proposed remedial action plan to address the same. It is anticipated that this meeting will be no later than 30 June 2020 and my office will be in touch to agree a convenient time for you and the Trust to meet.

As per Mr Barney McNeany's letter to you of 22 April 2020 the Trust's position with regard to the current suspension to new admissions remains in place until assurance is received in relation to the items below and now in addition resolution of the issues highlighted in this audit report:

- Recruitment and Retention of Staff – assurance that currently there is sufficient staff with the appropriate skill mix and training to manage complex residents now and into the future if the empty beds are utilised to full capacity and
- Provision of an update on the current and proposed position with regards to the ownership/commercial agreement with Healthcare Ireland regarding the Valley Nursing Home.

Yours sincerely



Brian Beattie

Interim Director of Older People and Primary Care Services

Enclosure: BSO Internal Audit Report – Client Monies – The Valley Nursing Home 2019/20

Cc 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 Dawn Livingstone, Head of Contracts
Mrs Deborah Hanlon, Head of Safeguarding