


Haringey
Clinical Commissioning Group

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26th November 2013

Dr Hilarie Williams
Chair, Kith and Kids Lifetime Advocay Support Project

By Email – hilarie1@btinternet.com

Dear Dr Williams

Thank you for your letter of the 18th October 2013 to Dr Tang, and the feedback you have provided in relation to the current process of reviews that Haringey CCG is conducting. I am very sorry to read that you have a number of concerns with regards to this programme of review and I hope that I will be able to address these concerns in this letter.

As you will be aware, the Winterbourne review and subsequent concordat produced a number of key recommendations which were aimed at transforming services for vulnerable groups. This includes those with learning difficulties, mental health conditions and challenging behaviours to ensure that they are cared for in the best environment for their needs. As a result, all Local Authorities and Clinical Commissioning Groups were tasked with reviewing all patients in hospital care and to identify people who are inappropriately placed and to appropriately initiate a care pathway to more community based services in line with the care needs. The report also highlighted the right of these individuals to be given the support and care they need in the community that is near to family and friends.

Haringey CCG has always been committed to regular review for all our patients receiving care to ensure that this continues to be appropriate and meets their needs. The Winterbourne review has highlighted the importance of this in a prominent way.

Arising from the reviews that Haringey CCG has carried out, was an observation that some providers appeared to be charging fees higher than the level of care and support input that was in place. Our commissioning team therefore initiated a programme of review of many of the placements to ensure they represented value for money. You have acknowledged the responsibility of the CCG to provide proper scrutiny of providers in this regard. This is something the CCG takes very seriously and would like to assure you that this organisation would never reduce the care fees for a placement if it was felt that this would impact upon the care to the patient.

The review process covers all aspects of the placement this will include a thorough scrutiny of care documents alongside other relevant information to confirm the patients' needs. Our staff meets with provider organisations to gather additional information about their staffing input and other factors that affect the cost of care. All this information is then used to inform the completion of a "Care Funding Calculator" (CFC), in many instances this tool is completed by the provider themselves. This tool is used across London and the

wider UK to calculate indicative care fees in a comparative manner. At this stage of the process it is usual to inform providers of any variance in the results from the current fees. Following this, should the provider feel that the resulting fee structure is inaccurate they are encouraged to supply any additional information they feel has not been included. As you have mentioned staff wages in particular, this would include any staffing costs above the usual allowances. This then provides a framework by which discussions and negotiations can be carried out with the providers individually.

I must reiterate that the CCG would not reduce payment until such time as an amicable price is agreed with the provider organisation. At this point we are very much still in the process of negotiation with the providers and it is unfortunate that they have chosen to raise this issue with you without trying to resolve any concerns with us first.

You have mentioned some concerns about the staff conducting these reviews. I would like to reassure you that the people conducting reviews are qualified nurses trained in the use of the CFC tools and assessments of patient needs and placements. They all have many years of experience in this field.

Clearly, you ought to have been provided with more information on this process by CCG staff at an earlier time to avoid the resulting confusion. I apologise for this and as an organisation we will reflect on how we need to approach any projects of this type in future ensuring that family members are engaged in future.

Once again, please be assured that Haringey CCG has no intention of reducing the levels of care and support required for any of our patients and accept my apologies for the confusion and concern that has been raised during this process. Haringey CCG is conducting reviews within a strong framework and with the desire to ensure the provision of a first class service to all our patients in a sustainable way.

If you have any further queries about the content of this letter or the current review programme please do not hesitate to contact me.

Yours sincerely



Jill Shattock
Director of Commissioning

Cc: Dr Lionel Sherman
Lydia Hodges, National Autistic Society