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14 August 2015

Dear Ros

NOTIFICATION OF ISSUES AND CONCERNS WITH REGULATED PROVIDERS

I am writing following the publication of the Adult Services and Health Select Committee review of Home Care in Stockton on Tees. One of the recommendations cited was to ensure that the Council receives early notification of any issues and concerns relating to providers in our borough identified during CQC inspections.

As you are aware, the Council has established bi-monthly meetings with our link inspectors, but due to the changes in inspection teams over the past 12 months, it has been difficult to maintain contact and the exchange of intelligence. Furthermore, in a number of cases, there has been a significant delay from the date of inspection until the report is published which can impact on how the Council can support the provider in resolving any outstanding issues.

On behalf of members of the Select Committee I have agreed to raise these points and work alongside CQC to ensure we can maintain open and constructive dialogue to ensure appropriate commissioning and operational staff in the Council (and the appropriate CQC Inspectors) are aware of issues and concerns at the right time and can work together to ensure services are delivered to the high standards expected.

Please could you consider the above and respond in due course to let me know how CQC would like to progress.

Ros Sanderson
Head of Inspection North East and Coast
CQC
Citygate
Gallowgate
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NE1 4PA

Yours sincerely,



Rob Papworth
Strategic Commissioning Manager
Stockton Council

Cc: George Irving – Service Manager
Liz Hanley – Adult Services Lead
Peter Mennear – Scrutiny Officer