

Putting the Community First



13 Dec
10am

London Borough
of Barnet

Councillor Helena Hart
Cabinet Member for Public Health

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6th December 2013

Dr Alpesh Patel
Chairman of Enfield CCG
Holbrook House,
Cockfosters Road,
Barnet,
EN4 0DR.

Dear Dr Patel,

I am writing to you as the service commissioner of the Barnet, Enfield and Haringey Mental Health NHS Trust to express my utter dismay at the findings of the latest published Care Quality Commission Report into the mental health services provided at the Chase Farm Hospital site in Enfield.

Vulnerable residents of Barnet rely upon these services, so to learn that actions are still required to meet the minimum requirements in 4 out of the 6 essential standards of quality and safety is a cause for major concern. The fact that the four areas in question i.e. the care and welfare of service users, assessing and monitoring the quality of service provision, the safety and suitability of premises and the maintenance of medical records are so critical in providing care to such disadvantaged people lends yet further urgency to ensuring a speedy resolution to this quite unacceptable situation.

I have to say I was truly appalled to see that most patients on one ward were forced to wear incontinence pads despite the fact that there were no individual assessments regarding their necessity. Further accounts of patients being pulled by their wrists, or being left unattended in the dining area suggest serious failings in the decency of care and quite frankly reminded me of the horrendous situation that had been allowed to develop at Winterbourne View.

Since Winterbourne View so much has been said and written about the quality of care that patients receive that our expectations are rightly that situations such as those referred to should simply not be allowed to occur.

I look forward to learning how the issues raised by the CQC's Report are to be urgently addressed and expect, in my capacity as Cabinet Member for Public Health in Barnet, to be kept fully updated henceforth.

Yours sincerely,

A handwritten signature in cursive script that reads "Helena Hart." Below the signature is a long, horizontal, slightly wavy line that serves as a decorative flourish or underline.

Cllr Helena Hart

(Cabinet Member for Public Health, London Borough of Barnet)

Cc:

Michael Fox - Chairman, BEH Mental Health NHS Trust

Dr. Debbie Frost - Chair, Barnet CCG

Dr. Anne Rainsberry - Regional Director (London), NHS England

Cllr Richard Cornelius - Leader, London Borough of Barnet

Cllr Doug Taylor - Leader, London Borough of Enfield

Cllr Claire Kober - Leader, London Borough of Haringey