

23 December 2013

Councillor Alev Cazimoglu
Chair of Health and Wellbeing Panel
London Borough of Enfield

Trust Headquarters
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By e-mail

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Dear Alev

Response re Care Quality Commission Report on older people's mental health services on the Chase Farm Hospital site

I am writing in response to your letter of 17 December 2013 to Alpesh Patel about the Care Quality Commission's (CQC) recent report on the Trust's older people's mental health services on the Chase Farm Hospital site.

As you know, the CQC's recent visit to The Oaks Ward for older people confirmed that the intensive work the Trust has done on the ward has fully addressed the issues they had raised previously. They also visited the Trust's other older people's units and identified a number of other issues which need to be addressed.

I can personally assure you that the Trust is very focused on resolving these issues and takes this feedback very seriously. An action plan has been developed, which has been shared with the local Clinical Commissioning Groups and the NHS Trust Development Authority.

I do think it is important, however, to understand the CQC's report in context. You may have seen the recent letter from Cllr Helena Hart, Cabinet Member for Public Health at the London Borough of Barnet. Cllr Hart's letter portrays an inaccurate view of our older people's services and our Chairman has written to her to emphasise that her letter takes the CQC's comments out of context and presents a biased picture of our services.

The CQC's report gives a series of measured and constructive comments about action required, which the Trust is now focusing on. However, Cllr Hart's letter misinterpreted the CQC's comments in an unhelpful way. We are therefore arranging to meet with her directly as soon as possible to ensure that she is appropriately briefed and understands the actual situation so that patients, carers, the public, commissioners and other stakeholders are not inappropriately misinformed about these services.

I am very keen to make sure that you are also fully briefed on the situation and to that end I am sure it would be useful for us to arrange to meet in the New Year. I would welcome the opportunity to brief you further on the specific issues in our older people's units and also on the wider situation across all our services, which, as you are fully aware, are currently under significant pressure with increased activity levels and reduced funding in real terms.

I appreciate your continued interest in all our services and your desire to seek to improve our services further for the benefit of Enfield patients. I look forward to catching up with you in the New Year.

With best wishes for a great Christmas.

Yours sincerely

A handwritten signature in blue ink that reads "Maria Kane". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Maria Kane
Chief Executive

CC:

Dr Alpesh Patel – Chair, Enfield CCG

Liz Wise – Chief Officer, Enfield CCG

Cllr Doug Taylor – Leader, London Borough of Enfield

Cllr Richard Cornelius – Leader, London Borough of Barnet

Cllr Claire Kober – Leader, London Borough of Haringey

Rob Leak – Chief Executive, London Borough of Enfield

Ray James - Director of Health, Housing and Adult Social Care, London Borough of Enfield