

SOUTHERN CROSS TRANSFER UPDATE**REPORT OF THE EXECUTIVE DIRECTOR OF HEALTH, HOUSING AND ADULT SERVICES****1. Purpose of Report**

- 1.1 To update Health and Wellbeing Review Committee (HWRC) on the transfer of residential and nursing care homes from Southern Cross to new providers.

2. Background

- 2.1 Following their well publicised financial difficulties Southern Cross entered into negotiations with the landlords of their homes. The outcome of these negotiations was that the 14 homes in Sunderland would transfer from the management of Southern Cross to new providers. This would also see the TUPE transfer of all staff within the homes to ensure continuity of care to residents and ensure that the amount of disruption to their care was minimal. New care operators were identified and it was agreed that the transfer would take place in several waves in conjunction with homes elsewhere in the country.
- 2.2 The first wave transferred on 30th September 2011, the second wave on 14th October 2011 and the third wave on 19th November 2011.

3. Current Status

- 3.1 Of the 14 homes in Sunderland, 13 have now transferred to their new care provider.

Care Home	New Care Operator
Ashbourne Lodge	HC - One
Ashton Grange	HC - One
Donwell House	Bondcare
Elizabeth Fleming	Four Seasons
Fell House	HC - One
Grangewood	Care UK
Hylton View	Roseberry Care
Lilburn Lodge	Roseberry Care
Valley View	Roseberry Care
Falstone Manor/Court	HC - One
Washington Lodge	HC - One
Lansbury Court	Bondcare
Northview Lodge	CMG

- 3.2 Barnes Court is currently the only home which is yet to transfer to its new provider (Maria Mallaband Care Group). Members of the Directorate have met with representatives from MMCG and remain in communication with

the providers Operations Director and Managing Director. MMCG have advised that the delay is due to a dispute between the landlord of the home, a subsidiary of the Vector Property Group, and their bank. As a result, MMCG and Southern Cross have no influence on the resolution of the dispute.

- 3.3 As a result the date of the transfer has been revised to Tuesday 29th November 2011. MMCG are unsure that this will be met though they remain very confident the transfer will go ahead in the near future. In the interim they continue to provide as much support as required to the homes manager and staff and the care delivery remains unaffected.
- 3.4 Senior members of the Directorate, alongside colleagues from the PCT, have met with all the new providers (including MMCG) to discuss the transfer and any issues or concerns which may have arisen. Feedback from the providers indicates that the transfers have been completed with the minimum of disruption to both service users and staff. This feedback coincides with that provided by managers within the Personalisation Service and Customer Service Network.
- 3.5 The meetings with the new care operators also provide a forum for the Directorate to address any performance issues that may have been carried over from when Southern Cross was responsible for providing the care and agree an action plan and way forward to implement the necessary changes. The providers have demonstrated their willingness to work in partnership and have agreed to regular meetings to ensure communication remains open and transparent.

4. Recommendations

- 4.1 It is recommended that HWRC receive this report for information.
- 4.2 If further information is required please contact the Strategic Commissioning Team via Sharon Lowes (Lead Commissioner) or Ann Dingwall (Strategic Commissioning Manager).