

## Appendix A

### Provider Failure Response Meeting Agenda

Item	Concern	Action
1	<p><b>What is the current situation</b></p> <ul style="list-style-type: none"> <li>• What are the key areas of concern?</li> <li>• Who is concerned?</li> <li>• What has ACS / CCG / CQC already done?</li> <li>• How many customers does ACS have with this service?</li> <li>• Do we know how many customers the provider has in total (including self-funders, direct payments, placement by other L.As and CCGs)? If we do not know, who will find out?</li> <li>• Does the situation just affect one location or a whole provider?</li> <li>• If the failure is of a provider, is it the parent company or specific subsidiaries of a company?</li> <li>• If the failure is of a provider, does the company solely operate within Suffolk, or have other Local Authorities been affected? Is there a need for a regional response?</li> </ul>	
2	<p><b>Provider</b></p> <ul style="list-style-type: none"> <li>• Has contract been suspended, if not, does it need to be?</li> <li>• Support from Provider Support Team?</li> <li>• Contract meeting with provider, has this happened, does it need to be arranged now?</li> <li>• Is a joint visit with Provider Support Team or Contracts and CCG?</li> <li>• Communication with provider – who will lead? Does this need to be with owner / manager / wider staff team?</li> <li>• Frequency of contact with provider, by whom.</li> </ul>	
3	<p><b>Customers</b></p> <ul style="list-style-type: none"> <li>• Have any customers recently been reviewed? If so, what feedback is there from the review(s)?</li> <li>• Are any customers due for a review?</li> <li>• Is there any need to review all ACS funded customers?</li> <li>• Is there any need to offer reviews to all customers?</li> <li>• Can the service still meet the customers assessed needs?</li> <li>• Briefing note for practitioners carrying out reviews, so they have a clear understanding of the issues and recent history of the service, who will compile this?</li> <li>• Agree how practitioners will feed information into the dedicated ACS team</li> <li>• Impact on cluster team, do they require support from other teams?</li> <li>• Other communication with customers and their families – residents and relatives meetings / letters? If so, who?</li> <li>• Advocacy – do any customers require independent advocacy support?</li> <li>• Consider the role of HealthWatch Suffolk</li> </ul>	

4	<p><b>Other</b></p> <ul style="list-style-type: none"> <li>• Need to notify other funding L.As? If so, who?</li> <li>• Briefing note for senior managers and Councillors, who will complete this?</li> <li>• Is a chronology log needed? If so, who will compile and update this?</li> <li>• CQC – who will take the lead role in communicating with CQC?</li> <li>• How frequently should these meetings take place?</li> </ul>	
5	<p><b>Agree Immediate Actions</b></p> <ul style="list-style-type: none"> <li>• Team Action Plan</li> <li>• Communication Plan</li> </ul>	
6	<p><b>Medium to long term planning.</b></p> <ul style="list-style-type: none"> <li>• Is there sufficient market oversight information?</li> <li>• Are there adequate alternative services if this service closes? If this information is not available, who will gather it?</li> <li>• Contingency plans.</li> </ul>	