

## Scrutiny review proposal

### 1 What is the review?

Lessons that can be learnt from the financial collapse of Southern Cross and its impact on providing Health and Adult Social Care services to Southwark residents

### 2 What outcomes could realistically be achieved? Which agency does the review seek to influence?

Southwark Council Adult Social Care.

The Business Support Unit (BSU) for the PCT & Clinical commissioning consortia.

Regional and national government or bodies with a responsibility for financial/economic regulation of residential care homes.

### 3 When should the review be carried out/completed? I.e. does the review need to take place before/after a certain time?

October 2011

### 4 What format would suit this review? (e.g. full investigation, Q&A with cabinet member/partners, public meeting, one-off session)

Investigation

### 5 What are some of the key issues that you would like the review to look at?

The background to the financial collapse of Southern Cross

The impact on residents; including how the Council and BSU have communicated with residents and families. Are there any recommendations for improvement?

What measures did Southwark Council take to measure the financial health of Southern Cross and were they adequate? Could these be improved to better manage the risk of financial collapse. Whether relevant government agencies should take an active interest in the financial health of care providers.

What role, if any, did other bodies have in alerting public commissions to financial risks in private providers? Were they sufficient?

Are there any issues around competition and diversity that the Council and the BSU need to consider when commissioning Health and Adult Social Care services in the future to better deal with market failure and promote market resilience?

What steps the council/govt is putting in place to monitor the viability and standards of care of the new organisations who will take over the operation of the 3 Southern Cross care homes in the borough.

How the new organisations will ensure clinical governance and continuity of care.

**6 Who would you like to receive evidence and advice from during the review?**

Southwark Council & BSU

Residents and their families

**7 Any suggestions for background information? Are you aware of any best practice on this topic?**

Any good practice guidance on :

- measuring financial health when commissioning ( including 'spot contract' commissioning)
- managing risk and promoting market resilience

**8 What approaches could be useful for gathering evidence? What can be done outside committee meetings?**

e.g. verbal or written submissions, site visits, mystery-shopping, service observation, meeting with stakeholders, survey, consultation event

Reports from Southwark Council – including requests for detailed information on commissioning practices

Gather evidence from residents and families – this could be via a letter or a visit to one or more of the homes.