

To: Accountable Officers of Clinical Commissioning Groups

17<sup>th</sup> March 2017

Dear Colleague

**Re: A Learning Review: Care Plus Partnership –  
The Commissioning and Monitoring of Care of an Independent Provider**

I am writing to advise you about a Learning Review that has taken place where the recommendations could be applied to the wider commissioning system.

Care Plus Partnership was a CCG funded organisation providing care and treatment to adults with acquired brain injury that went into voluntary administration in February 2016. Between June 2014 to February 2016 there were significant and sustained concerns regarding the quality of care being delivered to patients residing in Care Plus Partnership services. This was coupled with high volumes of safeguarding alerts. These concerns resulted in interventions by several agencies including commissioners, regulators, London Fire Brigade and Local Authority safeguarding adults' service.

In August 2015 Care Plus Partnership was subject to the Risk Summit Process jointly co-ordinated by NHS England London Region and Lewisham CCG which they remained under until their closure in February 2016.

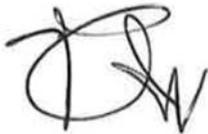
Following the closure of Care Plus Partnership agencies involved recognised the need to learn from this complex situation in order to inform future responses and provision for people with acquired brain injury, recognising their complex needs and vulnerabilities. In response to this need NHS England London Region and Lewisham Clinical Commissioning Group jointly commissioned a Learning Review which has now concluded and made a number of recommendations in regard to the following:

- Commissioning Services for People with Neuro-behavioural needs and Acquired Brain Injury.
- Monitoring the Quality of Care: Identifying and responding to early signs of poor care.
- Managing Organisational Failures and Abuse.

A link to the Learning Review document and recommendations can be found: <http://www.lewishamccg.nhs.uk/about-us/Governance/Pages/Safeguarding-adults.aspx>

Clinical Commissioning Groups should utilise the recommendations set out in the Learning Review to assure themselves that they have appropriate systems and processes in place for commissioning and monitoring the care provision of independent providers.

Yours Sincerely,

A handwritten signature in black ink, appearing to be 'JC', written in a cursive style.

Jane Clegg  
Director of Nursing and Interim Regional Deputy Chief Nurse  
NHS England, London Region

Cc: Safeguarding Adult Board Chairs