



HOUSE OF COMMONS  
LONDON SW1A 0AA

Andrew Knight  
Managing Director for Residential Care Services  
Care UK  
Connaught House  
850 The Crescent  
Colchester  
Essex CO4 9QB

30<sup>th</sup> October 2014

Dear Mr Knight,

Britten Court, Lowestoft

As you may well anticipate, constituents have contacted me expressing their concerns about the quality of care being provided at Mildenhall Lodge and Asterbury Place in Ipswich and the Care Quality Commission's findings at both homes. They are worried about these findings and their implications for Britten Court in Lowestoft in my constituency, which is due to open shortly, with residents and staff being transferred from The Dell in Beccles and Blyford Court and Stradbroke Court in Lowestoft.

Their concerns focus on two issues: firstly the date of the transfer and secondly the standard of care that will be provided.

With regards to the former, it is important to set a date that can be kept. Already much uncertainty and worry has been created among residents, their families and staff in providing a date which has had to be put back. Once the Care Quality Commission have confirmed that you can open, you should set a date that enables the transfer to take place with the minimum disruption possible. From the feedback which I have received, you need to consider carefully whether the transfer takes place before or after Christmas.

Secondly, a number of anxieties have been expressed to me about the quality of care that will be provided, with particular regard to the following issues:-

- The need for good leadership in the home itself with there being a strong working relationship between those running the home and the team in your regional office. Concerns have been expressed to me in the past that this relationship has not functioned properly.
- There is a worry that staffing levels may not be adequate enough to provide the standard of care that residents and their families are entitled to expect.



- Concerns have been expressed to me that in the past staff have not been provided with the opportunity to undertake the necessary training so that they can carry out their work to the standard that they would like.

I would be grateful if you could provide my constituents with the necessary reassurance that these concerns are being addressed, that lessons will be learnt from the Care Quality Commission's findings at Asterbury Place and Mildenhall Lodge and will be applied at Britten Court on a continuing basis.

I look forward to hearing from you.

Yours sincerely,

A handwritten signature in dark ink, appearing to read "Peter Aldous", written in a cursive style.

**Peter Aldous MP**  
**Member of Parliament for Waveney**