

## The Royal Devon and Exeter NHS Foundation Trust (“Royal Devon and Exeter”)

### **Case Reference CCD01/15: Monitor Investigation into NHS NEW Devon CCG commissioning of certain community services for the Eastern Locality**

#### **Response to Provisional View**

The Royal Devon & Exeter NHS Foundation Trust (RD&E) welcomes Monitor’s provisional view on community care changes in Devon. The RD&E is satisfied that Monitor has undertaken an exhaustive and thorough review of the evidence and has concluded that none of the issues raised by Northern Devon Healthcare Trust in its complaint are upheld.

Our objective during the bid for community services has been to focus on the ability the RD&E has to develop truly integrated care for our patients and the transformative approach that we took to this bid has led to the RD&E being selected as the most capable provider for adults with complex needs across Eastern Locality.

The RD&E is pleased that the report also confirms the process leading to naming the RD&E as preferred bidder has been satisfactory. We share Monitor’s view that this procurement process has not yet been completed and we now look forward to working with NEW Devon CCG and completing the necessary due diligence exercises in order to satisfy them of our ability to offer best value for money across the spectrum of fully integrated care that is now possible.

For the RD&E to be able to complete the procurement process satisfactorily, it is essential that NDHT cooperate fully by providing all relevant data, which would be treated appropriately and in accordance with all relevant law. We request that Monitor should confirm that all the information required to be able to allow the due diligence to be completed must now be provided to allow this process to conclude in line with contractual obligations. The delay in providing this information has had the effect of holding up the necessary work required to conduct due diligence, establish value for money and complete the award of contract. The delay has the potential to undermine the quality of service for the residents of Eastern Devon and impact the confidence and motivation of staff involved in providing these services.

The RD&E believes that managing the transition period through an agreed succession plan is important to both parties. It will ensure the continuity of community services, the maintenance of high quality standards of care across these services and a smooth transfer that is in the best interests of patients and the staff who deliver these services. As part of this succession plan, the RD&E should be granted access to community staff and, in addition, have a say in key decision making related to these services across Eastern Locality during

this transition period. The RD&E recognises that staff working in East Devon need to be supported through any transition process and they will also have considerable experience and skills to draw on in beginning to develop new ways of delivering community services following the award of the contract.

When publishing the final report, Monitor is requested to confirm that its findings must not be interpreted as reasons to delay further the necessary work to complete the due diligence, the determination of value for money work and, should the value for money exercise be completed successfully, agreeing a succession plan.