



D.R. Poole
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Our Ref: MF/DS/Ja00-29
Your Ref:
Contact: Martin Farran
Ext. No: 5698

Date: 11 January 2000

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Dear Mr Poole

Re: Mr Graham Baverstock – d/b 09.03.58

Thank you for your recent letter, plus the information and comments therein, which have been duly noted. A copy of your letter has been passed on to the key worker Assessment Officer, Mr Garry Briggs

However, I wish to take this opportunity to reassure you that the East Riding of Yorkshire Council is striving to meet Mr Baverstocks needs, respecting his wishes and preferences where we are able to do so. Obviously as I am sure you are aware this is dependent upon both the availability of appropriate services, plus the equitable use of limited resources. Mr Baverstock presently receives a home care package of four visits per day beginning of the day, lunchtime, teatime and bedtime, plus a nightsitter, seven days per week.

The East Riding of Yorkshire Council is committed to the principle of promoting clients independence "pulling out all the stops" to achieve this for all clients, including Mr Baverstock. Therefore we are keen to continue to support Mr Baverstock to remain at home and are supporting him to maximise his benefits income by claiming higher rate Disability Living Allowance (DLA) and Independent Living Fund (ILF). This will provide extra longterm funding inconjunction with the present local authority resources to provide an extensive home care package offering practically 24 hour support, seven days per week.

It is perhaps important to note that as you have referenced Mr Baverstock has experienced significant past trauma and distress, which still has a significant impact on his ability to accept both health and social care support, occasionally resulting in extreme fluctuations in his acceptance of other interventions eg. cancelling all service provided. Mr Baverstock's support package has increased over the past period as his needs have increased. Any change in the Care Plan, as with any healthcare based need, requires some reassessment and review of his needs to ensure they are planned for and can be both adequately and safely met. I am concerned if there is any misconception that any assessment of his care needs is in anyway an attempt to reduce the amount of care that is provided, as this is not the case and as already stated Mr Baverstock's package has developed in relationship to his assessed needs, and has never reduced.

131

What I do find difficult in your letter, and that is putting it mildly, is your implication that our actions are somehow not allowing Mr Baverstock "to enjoy the remainder of his life ... not to be dictated to by social services". Arrogant buck passing in the extreme is how I view your facile remarks. If you want to make a specific complaint, I will ensure it is looked into as said above. Otherwise perhaps you would care to spend a day with the staff seeking to provide care for Mr Baverstock in what are frankly very difficult circumstances at times.

Certainly I find the comments in your letter deeply insulting to the staff who have, often well beyond the course of duty, continued to do their best in meeting Mr Baverstock's care needs. It is of course always necessary and helpful to relay to us what Mr Baverstock is saying, but I would have expected a professional to reserve judgement before passing remarks such as yours.

That said, we will continue to work with you and others and any help of a more specific nature is welcome.

Yours sincerely



Tony Hunter
Director of Social Services, Housing & Public Protection

c.c. Darryl Stephenson, Chief Executive
Martin Farran, Performance Manager (North)
Garry Briggs, Assessment Officer