

SE04/3971/F
Appendix 1



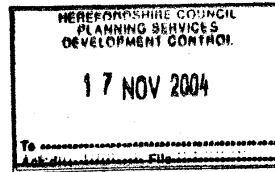
BROCKHAMPTON COURT

HOME
FAX

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CJA/KP
6 May 2004

Mr. S. Holder
Planning Services
Herefordshire Council
PO Box 230
Hereford
HR1 2ZB



Dear Mr. Holder,

Mr. Trevor Hewett has asked me to write to yourself to set out our justification for building on-site accommodation for the nurses and carers.

The demand for nursing home beds is increasing every month. Every day we have telephone calls from Social Services, the Hospital Discharge Officers or individuals urgently looking for a nursing home bed for their relations.

Whilst we are very excited to have planning permission for the new 16-bed extension, we must ensure we have sufficient, suitable nurses and carers to look after these unwell patients. At the present time we struggle hard every month to find the necessary staff, but we do now realize that an extra 16 residents could be impossible to look after without having staff living on site.

Agency staff are often totally unreliable in their attendance; our present staff may, for good reasons and at the last moment, not be able to come to work, but always the ill residents must be nursed.

The Nursing Home is in a rural environment, which has the results that all the staff, often on different shifts and coming from widely different areas, must have their own transport. In bad weather, and at times in acute crisis, we must have more staff on site. Our present staff often work extra, very long hours to cover the staff non-attendance, then they themselves become very tired and are unable to come to work.

Legislation is, rightly, very tough and specific about how many nurses must be on the floor at any one time. In the past few months, at many different times, Matron and myself have had to go in at night, at weekends, or whenever a crisis of shortage of staff attendance numbers arises.

Continued



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To: Mr. S. Holder, 6.5.04 (cont)

We have advertised ten times in the last twelve months for staff, and have a constant advertisement in the Job Centre. However, the response has been very poor, especially when the need for transport is realized. Many ladies are, naturally, reluctant to drive alone in the dark at night. We do recruit as much local help, whether young or old, as possible but we just cannot get enough people. Any overseas staff that are taken on as nurses or as carers will always be on a 12 or 24-month contract, so that we can really plan and ensure that sufficient care is available. These people rarely have any transport and, therefore, it is ideal for them to be able to walk to work. All people really actually prefer to be looked after by the same staff, with continuity of care, rather than have a large number of different, very part-time carers in attendance.

We know there is no doubt about the huge and increasing need for more nursing home beds in the County of Herefordshire but to try to staff even our existing beds, let alone extra beds, without sufficient on-site staff could easily lead to future failure of the Nursing Home. I would, therefore, ask you to consider our request to build on-site accommodation to look after these ill people.

With kind regards,

Yours sincerely,



Dr. C. J. Allen

