



**SOUTH AYRSHIRE HEALTH AND SOCIAL CARE PARTNERSHIP
(SAHSCP)**

**STANDARD OPERATING PROCEDURE (SOP) FOR
MORATORIUMS**

Process owner:	SAHSCP Commissioning
Approved From:	June 2025 Version No: 1.0
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Lead Reviewer:	Co-ordinator, SAHSCP Commissioning

STANDARD OPERATING PROCEDURE CONTENT

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1. BACKGROUND

- 1.1 The aspiration to deliver high quality social care services is a shared responsibility for both South Ayrshire Health and Social Care Partnership (SAHSCP) and the services we commission. Underpinned by our Quality Assurance Framework for Commissioned Services¹, the Framework and our quality assurance function is applicable to all SAHSCP commissioned services.
- 1.2 We are committed to work collaboratively with all our commissioned services with a clear purpose to improve the quality of life for Individuals who receive care and support. We may have to work directly with our commissioned services to identify, implement and monitor required improvements.
- 1.3 We may apply a responsive intervention to address concerns we have around the quality-of-service delivery. Early intervention allows us and supporting agencies the opportunity to work together, to prevent an escalation to a Voluntary or Enforced Moratorium.

2. PURPOSE OF THE STANDARD OPERATING PROCEDURE

- 2.1 The purpose of this Standard Operating Procedure (SOP) is to provide information related to implementing and removing Voluntary and Enforced Moratoriums across any service commissioned by SAHSCP.

3. SUSPENSION OF REFERRALS

- 3.1 There may be circumstances where concerns are such that it is considered safer to temporarily cease or reduce referrals to commissioned services in the interest of protecting Individuals and to allow commissioned services to have the capacity, without new referrals, to focus on attainment of service delivery improvement. Implementing a Voluntary Moratorium or SAHSCP Enforced Moratorium allows services to reflect and consider the improvements necessary to address any issues which have given cause for concern.
- 3.2 The concern(s) may include but not limited to:
 - Care Inspectorate (CI) inspection report for registered services, for example, reduced grade(s) to 'Grade 2 – Weak' and/or 'Grade 1 – Unsatisfactory' across one or more Key Quality Indicator.
 - Persistent Grade(s) of '2 – Weak' and or 'Grade(s) 1 – Unsatisfactory'
 - Serving of an Improvement Notice by the CI.
 - Upheld complaint(s) investigated by the CI.

¹ SAHSCP Quality Assurance Framework for Commissioned Services

- Adult Support and Protection (ASP) concerns
- Child Protection (CP) concerns
- SAHSCP Notification concerns
- Contractual concerns which may include but not limited to financial viability, breach of terms of conditions etc.
- Accident(s) or major incident(s) impacting on Individuals ability to access or remain within the commissioned service
- Issues identified from SAHSCP Quality Assurance visits affecting the commissioned service ability to provide the service
- SAHSCP Quality Assurance Risk Matrix has identified high risk
- SAHSCP Quality Assurance Red RAG status awarded following SAHSCP Quality Assurance visit(s)
- Notifications of concern received by SAHSCP Commissioning Team
- Consideration of Large-Scale Investigations (LSI) which may or may not progress to an LSI
- Public Health Department has advised that it is unsafe for the commissioned service to continue to provide their services
- Any other concern(s) deemed appropriate by SAHSCP

4. EXERCISING DISCRETION

- 4.1 SAHSCP Chief Social Work Officer (CSWO) may exercise discretion when considering the implementation of a Voluntary or Enforced Moratorium. The CSWO shall ensure that each case is considered based on triangulation of qualitative and quantitative data to demonstrate an equitable approach in every case.

5. VOLUNTARY MORATORIUM PROCESS

- 5.1 A Voluntary Moratorium may be applied following consideration of one or more of the concerns detailed in section 3.2:
- On a voluntary basis by the commissioned service if there is agreement by the CSWO to accept the commissioned service request to implement a Voluntary Moratorium.
 - If CI feedback for the registered commissioned service indicates 'Grade 2 – Weak' or less in any Key Quality Indicator following the commissioned service inspection and the finalised CI report has not yet been published. Following publication of the finalised CI report for the inspected commissioned service, the Voluntary Moratorium may be changed to an Enforced Moratorium by the CSWO.

- 5.2 In the event of a Voluntary Moratorium approved by the CSWO, the commissioned service and SAHSCP shall discuss and agree the area(s) of concern, but the commissioned service shall be responsible for the decision to put in place a Voluntary Moratorium to enable necessary improvements to be achieved. The Commissioning Team may advise other Local Authorities/Partnerships of this decision through the SWS Practice Network and other communication routes.
- 5.3 The following process shall be adhered to:
- 5.3.1 The commissioned service shall e-mail SAHSCP.Commissioning@south-ayrshire.gov.uk confirming their request to place a Voluntary Moratorium on their respective service and to confirm the reasons for their request. The commissioned service request to place a Voluntary Moratorium on their service shall be considered by the CSWO. The CSWO decision regarding the commissioned service request shall be shared with SAHSCP Community Services Collaborative Group (CSCG).
 - 5.3.2 On behalf of the CSWO, the Commissioning Team shall prepare a letter to be issued to the commissioned service advising of the CSWO decision regarding the Voluntary Moratorium request. The 'Voluntary Moratorium Response Letter Template' located at Appendix 1 shall be used for guidance.
 - 5.3.3 On behalf of the CSWO, the Commissioning Team shall prepare a letter to be issued to all CSWO's advising if the Voluntary Moratorium request has been approved. The 'Voluntary Moratorium Advisory Letter Template' located at Appendix 2 shall be used for guidance.
 - 5.3.4 The Commissioning Team shall seek approval from the CSWO to issue the 'Voluntary Moratorium Response' and 'the Voluntary Moratorium Advisory Letter'.
 - 5.3.5 On receipt of approval from the CSWO, the 'Voluntary Moratorium Response' and the 'Voluntary Moratorium Advisory Letter' shall be issued to addressees and the distribution lists including the SWS Practice Network.
 - 5.3.6 The Commissioning Team shall update the SAHSCP Quality Assurance Dashboard with the Voluntary Moratorium data.
 - 5.3.7 The commissioned service shall confirm receipt of the 'Voluntary Moratorium Response Letter' and shall email their Service Improvement Plan to SAHSCP.Commissioning@south-ayrshire.gov.uk within five working days.

5.3.8 Supportive meeting(s) to measure the commissioned service improvement progress shall take place, chaired by SAHSCP Senior Manager(s) with attendees including the commissioned service, the Commissioning Team, SAHSCP Officers and other appropriate agencies. Frequency of the supportive meetings shall be dictated by the timescales and number of improvements required. Minutes of the Supportive Meetings shall be recorded and distributed to the commissioned service, Officers, and other appropriate agencies.

5.3.9 The Commissioning Team shall file the commissioned service Improvement Plan, update the Quality Assurance Dashboard and the CSCG when required.

5.3.10 Letters, Minutes of Meetings and all applicable correspondence shall be filed by the Commissioning Team in the commissioned service folder.

6 SAHSCP ENFORCED MORATORIUM PROCESS

6.1 An Enforced Moratorium may be placed by the CSWO following consideration of the concern(s) detailed in section 3.2.

6.2 In the event of an Enforced Moratorium placed on the commissioned service by the CSWO, the following process shall be adhered to:

6.2.1 On behalf of the CSWO, the Commissioning Team shall prepare a letter to be issued to the commissioned service and a letter to be issued to CSWO's advising of the CSWO decision regarding the implementation of an Enforced Moratorium. The 'Enforced Moratorium Letter Template' located at Appendix 3 and the 'CSWO Enforced Moratorium Letter Template' located at Appendix 4 shall be used for guidance.

6.2.2 The Commissioning Team shall seek approval from the CSWO to issue both letters.

6.2.3 On receipt of approval from the CSWO, both letters shall be issued to addressees and distribution lists including the SWS Practice Network.

6.2.4 The Commissioning Team shall update the SAHSCP Quality Assurance Dashboard with the Enforced Moratorium data.

6.2.5 The commissioned service shall confirm receipt of the Enforced Moratorium Letter and email their Improvement Plan to SAHSCP.Commissioning@south-ayrshire.gov.uk within five working days.

6.2.6 Supportive meeting(s) to measure the commissioned service improvement progress shall take place, chaired by SAHSCP Senior Manager(s) with attendees including the commissioned service, the Commissioning Team, Officers, and other appropriate agencies. Frequency of the supportive meetings shall be dictated by the timescales and number of improvements required. Minutes of the Supportive Meetings shall be recorded and distributed to the commissioned service, Officers, and other appropriate agencies.

6.2.7 The Commissioning Team shall file the commissioned service Improvement Plan, update the SAHSCP Quality Assurance Dashboard and the CSCG when required.

6.2.8 Letters, Minutes of Meetings, and all applicable correspondence shall be filed by the Commissioning Team in the commissioned service folder.

7. REVIEWING A MORATORIUM

7.1 The purpose of moratoriums, whether voluntary or enforced, is to enable commissioned services to resolve concern(s). It is not SAHSCP's intention that moratoriums stay in place unnecessarily. This is why the process of review is important as it is through this process that improvements made by commissioned services are evaluated by SAHSCP. The steps illustrated below shall support the CSWO to consider the removal of Voluntary or Enforced Moratorium(s):

7.1.1 Senior Manager(s) and/or other appropriate Officers reports to the CSWO the commissioned service progress in relation to attaining and sustaining improvements.

7.1.2 For services registered with the CI where an Enforced Moratorium is in place, the commissioned service is awarded by the CI a minimum grade of '3 – Adequate' across all inspected Key Quality Indicators, the CSWO is satisfied with the commissioned service progress and is confident that service standards can be sustained.

7.1.3 In recognition of the continuing pressures on the whole health and social care system driven by increased demands for health and social care services, the CSWO may consider it necessary to maximise the availability of the commissioned service. Where the CSWO considers it prudent and safe to do so, the CSWO may review and agree a limited number of referrals for the service to accept or remove a Moratorium when one or more of the following conditions are met:

7.1.3.1 Demonstration of progress towards meeting the Requirements allocated by the CI.

- 7.1.3.2 Demonstration of progress towards attaining/sustaining improvements
- 7.1.3.3 Compliance with SAHSCP Quality Assurance Framework
- 7.1.3.4 Compliance with South Ayrshire Council's Contract Supply Management (CSM) process
- 7.1.3.5 Any other condition(s) deemed appropriate by the CSWO

8. CHANGING OR REMOVAL OF A MORATORIUM

- 8.1 The CSWO may decide to remove a commissioned service Voluntary Moratorium or Enforced Moratorium when the commissioned service has taken the required actions to improve and sustain service improvements.
- 8.2 The CSWO may decide to move the commissioned service from an Enforced Moratorium to an Enforced Moratorium with Restrictions (Restricted Moratorium). For example, the CSWO is assured the commissioned service has met and sustained some of the required improvements in one South Ayrshire locality, however, remains unassured by improvements made by the commissioned service in remaining South Ayrshire localities.
- 8.3 If the commissioned service is moved from an Enforced Moratorium to a Restricted Moratorium, the Restricted Moratorium shall be time specific and shall be reviewed accordingly by the CSWO. The Restricted Moratorium shall support the commissioned service to responsibly accept referrals during the commissioned service period of improvement and Improvement Plan. The review of the Restricted Moratorium shall also support SAHSCP during periods of increased demand.
- 8.4 The following process shall take place for the removal of a Voluntary Moratorium, Enforced Moratorium, or a move to Restricted Moratorium:
 - 8.4.1 On behalf of the CSWO, the Commissioning Team shall prepare a letter to be issued to the commissioned service and all CSWO's advising that the Moratorium has been removed. The appropriate 'Removal Letter' located at Appendix 5, 6, 7 or 8 shall be used for guidance.
 - 8.4.2 The Commissioning Team shall seek approval from the CSWO to issue the Removal Letter.
 - 8.4.3 On receipt of approval from the CSWO, the Removal Letter shall be issued to addressees and the distribution lists including the SWS Practice Network.

- 8.4.4 The Commissioning Team shall update the SAHSCP Quality Assurance Dashboard with the removal of the Moratorium data.
- 8.4.5 The commissioned service shall confirm receipt of the 'Removal Letter' by emailing SAHSCP.Commissioning@south-ayrshire.gov.uk within five working days.
- 8.4.6 Supportive meeting(s) to measure the commissioned service improvement journey may take place. Frequency of the supportive meetings shall be determined by Officers. Minutes of the Supportive Meetings shall be recorded and distributed to the commissioned service, Officers, and other appropriate agencies.
- 8.4.7 The Commissioning Team shall file the commissioned service sustained Improvement Plan, update the SAHSCP Quality Assurance Dashboard and the CSCG when required.
- 8.4.8 Letters, Minutes of Meeting, and all applicable correspondence shall be filed by the Commissioning Team in the commissioned service folder.

Health and Social Care Partnership

Director, Health, and Social Care Partnership Tim Eltringham



Elgin House, 1st Floor, Main Building, Ailsa Hospital
Dalmellington Road, Ayr, KA6 6AB.

01292 616629

SAHSCP.Commissioning@south-ayrshire.gov.uk

Our Ref: <<Enter CSWO
Initials/Commissioning officer
Initials>>

Your Ref: <<Service Provider
Name>>

Date: <<Date Letter will be issued>>

<<Insert name of Registered Manager>>
Name of Service Provider
Address
Postcode

Dear <<Insert name of Registered Manager>>

VOLUNTARY MORATORIUM – <<INSERT SERVICE PROVIDER NAME AND ADDRESS>>

Following the meeting that took place with <<insert service provider name>> on <<insert date>> and your email dated <<insert date>>, I am writing to confirm your request to place a Voluntary Moratorium on <<insert service provider name>> with immediate effect. This confirmation is subject to the following actions:

1. <<insert service provider name>> engages with the Partnership, including but not limited to meetings, on an ongoing basis to allow the Partnership to provide support to <<insert service provider name>> as necessary. The engagement with the Partnership will advise of your improvement progression but also to allow appropriate consideration to be given to remove the Voluntary Moratorium.
2. <<insert service provider name>> allows the Partnership's Multi-Disciplinary Team access within <<insert service provider name>> premises on an ongoing basis to provide support to <<insert service provider name>> as necessary.
3. <<insert service provider name>> shall not accept new referrals from any source whilst the Voluntary Moratorium is in place.

The Partnership's Multi-Disciplinary Team and the Care Inspectorate will continue to be in close contact to monitor the care provided by <<insert service provider name>> until it is satisfied that the service has made sustained improvements. In line with current national guidance, the Partnership's Multi-Disciplinary Team will continue to seek assurance as to the quality of care being offered during the improvement phase.

I would ask that you confirm receipt of this letter to SAHSCP.Commissioning@south-ayrshire.gov.uk within five working days.

In the meantime, the Partnership wishes to take this opportunity to thank <<insert service provider name>> for their quick response in what is a difficult and challenging time. Please be assured of our ongoing commitment to collaborating with you to achieve positive outcomes for our <<service users/residents>> and the service.

If you need any more information, please contact <<insert Principal Social Worker and/or Commissioning Officer Name>> at <<insert email addresses>>.

Yours sincerely

<<Enter Name>>

Chief Social Work Officer

cc: <<Insert Name of Service Provider Managing Director/Owner>>
<<Community Services Collaborative Group>> - SAHSCP
<<Head Of Service and aligned Senior Manager for Children's Services>> - SAHSCP
<<Insert Name of Corporate Finance Officer>> - SAC
<<Insert Name Adult Support & Protection Lead Officer>> - SAHSCP
<<Insert Name Child Protection Lead Officer>> - SAHSCP
<<Insert Name Team Manager>> - Care Inspectorate
<<SWS Practice Network if relevant and appropriate>>

Health and Social Care Partnership**Director, Health, and Social Care Partnership Tim Eltringham**

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01292 616629

SAHSCP.Commissioning@south-ayrshire.gov.uk

Our Ref: <<Enter CSWO
Initials/Commissioning officer
Initials>>

Your Ref: <<Service Provider
Name>>

Date: <<Date Letter will be issued>>

Chief Social Work Officer Distribution List Dear

Colleague

VOLUNTARY MORATORIUM – <<INSERT SERVICE PROVIDER NAME AND ADDRESS>>

I write to advise that <<insert service provider name>> has taken the decision to voluntarily suspend referrals to the above <<establishment/service>> with immediate effect.

South Ayrshire Health and Social Care Partnership has confirmed the acceptance of the Voluntary Moratorium, effective from <<insert date>>. I would be grateful if you could circulate this to any relevant staff.

If you need any more information, please contact <<insert Principal Social Worker and/or Commissioning Officer name>> at <<insert email addresses>>.

Yours sincerely

<<insert CSWO name>>.
Chief Social Work Officer

cc: <<Community Services Collaborative Group - SAHSCP>>
<<Head Of Service and aligned Senior Manager for Children's Services>> - SAHSCP
<<Insert Name of Corporate Finance Officer>> - SAC
<<Insert Name Adult Support & Protection Lead Officer>> - SAHSCP
<<Insert Name Child Protection Lead Officer>> - SAHSCP

Health and Social Care Partnership

Director, Health, and Social Care Partnership Tim Eltringham



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SAHSCP.Commissioning@south-ayrshire.gov.uk

Our Ref: <<Enter CSWO

Initials/Commissioning officer

Initials>>

Your Ref: <<Service Provider

Name>>

Date: <<Date Letter will be issued>>

<<Insert name of Registered Manager>>

Name of Service Provider

Address

Postcode

Dear <<Insert name of Registered Manager>>

ENFORCED MORATORIUM – <<INSERT SERVICE PROVIDER NAME AND ADDRESS>>

I refer to <<Insert Service Provider Name>>, recent inspection, the feedback provided by Care Inspectorate to <<Insert Service Provider Name>>, and representatives of South Ayrshire Health and Social Care Partnership on <<Insert Date and subsequent Care Inspectorate report. The Care Inspectorate has advised that they have awarded the service with the following grades:

Key Question	Evaluation
KQ 1: How well do we support people's wellbeing?	<<only insert grade if evaluated i.e. 2 - Weak>>
KQ 2: How good is our leadership?	<<only insert grade if evaluated i.e. 2 - Weak>>
KQ 3: How good is our staff team?	<<only insert grade if evaluated i.e. 2 - Weak>>
KQ 4: How good is our setting	<<only insert grade if evaluated i.e. 2 - Weak>>
KQ 5: How well is care and support planned?	<<only insert grade if evaluated i.e. 2 - Weak>>

You will be aware that under the terms of the National Care Home Contract - A.21 Suspension that the Partnership can place a service on suspension if it considers that a breach or series of breaches of the Contract by the service creates an immediate or serious risk of harm to Residents and where the service has been awarded a Grade of 2 in 'How well do we support people's wellbeing' or in any other Key Question which the Partnership feels will impact on the quality of care.

I am now writing to advise you that the Partnership has taken the decision to suspend admissions to <<Insert Service Providers Name>>, with immediate effect, until such times as the Care Inspectorate and the Partnership is reassured that the Requirements set by them have been met. During this time, <<Insert Service Providers Name>>, will not accept referrals from any source whilst the moratorium is in place.

The Partnership will be in close contact with the Care Inspectorate to monitor the care provided by your <<Insert Service Providers Name>>, until it is satisfied that the service has made sustained improvements. In line with current national guidance, the South Ayrshire Community Services Collaborative Group (CSCG) will continue to seek assurance as to the quality of care being offered during the improvement phase.

The Partnership will be advising other Local Authorities/Partnerships that we have taken these steps.

I would ask that you confirm receipt of this letter and submit a copy of <<Insert Service Providers Name>> Improvement Plan provided to the Care Inspectorate following the most recent inspection to SAHSCP.Commissioning@south-ayrshire.gov.uk within five working days.

If you need any more information, please contact <<insert Principal Social Work and/or Commissioning Officer name>> at <<insert email addresses>>.

Yours sincerely

<<Enter Name>>
Chief Social Work Officer

cc: <<Insert Name of Service Provider Managing Director/Owner>>
<<Community Services Collaborative Group>> - SAHSCP
<<Head Of Service and aligned Senior Manager for Children's Services>> - SAHSCP
<<Insert Name of Corporate Finance Officer>> - SAC
<<Insert Name Adult Support & Protection Lead Officer>> SAHSCP
<<Insert Name Team manager>> - Care Inspectorate
<<SWS Contracts and Commissioning Network if relevant and appropriate>>

Health and Social Care Partnership

**Director, Health, and Social Care Partnership
Tim Eltringham**

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Dalmellington Road, Ayr, KA6 6AB.

01292 616629

SAHSCP.Commissioning@south-ayrshire.gov.uk

Our Ref: <<Enter CSWO
Initials/Commissioning officer
Initials>>

Your Ref: <<Service Provider
Name>>

Date: <<Date Letter will be issued>>



Chief Social Work Officer Distribution List

Dear Colleague

ENFORCED MORATORIUM ON ADMISSIONS AT <<INSERT SERVICE PROVIDER NAME AND ADDRESS>>

I refer to the recent inspection by the Care Inspectorate of <<insert service provider name>> and write to advise that South Ayrshire Health and Social Care Partnership has taken the decision to suspend admissions effective immediately until such times as Requirements set by the Care Inspectorate have been met.

I would be grateful if you could circulate this to all relevant staff.

If you need any more information, please contact <<insert Principal Social Work and/or Commissioning Officer name>> at <<insert email addresses>>.

Yours sincerely

<<insert CSWO name>>.
Chief Social Work Officer

cc: <<Community Services collaborative Group - SA H&SCP>>
<<Head Of Service and aligned Senior Manager for Children's Services>> - SAHSCP
<<Insert Name of Corporate Finance Officer>> - SAC
<<Insert Name Adult Support & Protection Lead Officer>> SAHSCP

Health and Social Care Partnership

Director, Health, and Social Care Partnership
Tim Eltringham

Elgin House, 1st Floor, Main Building, Ailsa Hospital
 Dalmellington Road, Ayr, KA6 6AB.

01292 616629

SAHSCP.Commissioning@south-ayrshire.gov.uk

Our Ref: <<Enter CSWO
 Initials/Commissioning officer
 Initials>>

Your Ref: <<Service Provider
 Name>>

Date: <<Date Letter will be issued>>



<<Insert name of Registered Manager>>
 Name of Service Provider
 Address
 Postcode

Dear <<Insert name of Registered Manager>>

RESTRICTED MORATORIUM – <<INSERT SERVICE PROVIDER NAME AND ADDRESS>>

I refer to <<Insert Service Provider Name>> Enforced Moratorium that has been in effect from <<Insert Date>>. <<Insert Service Provider Name>> has and continues to work hard to improve service provision and that the <<home/service>> is on track to meet the Care Inspectorate allocated Requirements.

Therefore, I can confirm that South Ayrshire Health and Social Care Partnership will move from an Enforced Moratorium to a Restricted Moratorium with immediate effect.

The Restricted Moratorium will be subject to the following:

1. <<Insert Service Provider Name>> achieves the Care Inspectorate mandatory Requirement under the Key Quality Indicator of 'How well is our care and support planned?' at <<Insert Service Provider Name>> next Care Inspectorate inspection.
2. <<Insert Service Provider Name>> Manager will ensure <<future admissions/packages of care >> to <<Insert Service Provider Name>> can be supported with appropriate staffing levels and skill set within the staff group.
3. New <<admissions/packages of care>> shall not exceed one per week into <<Insert Service Provider Name>> until staffing levels are sufficient to support the <<additional residents/packages of care>>. This will be monitored by <<Insert Senior Manager Name>> and reviewed by <<Community Services Collaborative Group/Head of Service>> on <<Insert Date>>.
4. There will be no more than <<1 admission/package of care per week>> even if staffing numbers are sufficient.
5. New <<admissions/packages of care>> at this stage will only be South Ayrshire Council citizens.
6. <<Insert Service Provider Name>> to continue working with the Partnership in a collaborative way to ensure any concerns are immediately addressed.
7. Sustained improvements by way of regular updates from <<Insert Service Provider Name>>.

If these conditions are not met by <<Insert Service Pro Name>>, the Partnership may revert to reinstating an Enforced Moratorium.

The Partnership will continue to monitor the performance and sustainability of improvements within <<Service Provider Name>> following new admissions into the home/packages of care in the community>> and will be advising other Local Authorities and Partnerships of these decisions.

I would ask that you confirm receipt of this letter to SAHSCP.Commissioning@south-ayrshire.gov.uk within five working days.

In the meantime, I wish to take this opportunity on behalf of the Partnership to thank you and your team efforts and achievements and are confident that <<Service Provider Name>> shall continue their improvement journey. I would be grateful if you could circulate this to all relevant staff.

If you need any more information, please contact <<insert Principal Social Work and/or Commissioning Officer name>> at <<insert email addresses>>.

Yours sincerely

<<Enter Name>>
Chief Social Work Officer

cc: <<Insert Name of Service Provider Managing Director/Owner>>
<<Community Services Collaborative Group>> - SAHSCP
<<Head Of Service and aligned Senior Manager for Children's Services>> - SAHSCP
<<Insert Name of Corporate Finance Officer>> - SAC
<<Insert Name Adult Support & Protection Lead Officer>> - SAHSCP
<<Insert Name Team manager>> - Care Inspectorate
<<SWS Contracts and Commissioning Network if relevant and appropriate>>

Health and Social Care Partnership
Director, Health, and Social Care Partnership
Tim Eltringham



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 Dalmellington Road, Ayr, KA6 6AB.
 01292 616629

SAHSCP.Commissioning@south-ayrshire.gov.uk

Our Ref: <<Enter CSWO
 Initials/Commissioning officer
 Initials>>

Your Ref: <<Service Provider
 Name>>

Date: <<Date Letter will be issued>>

<<Insert name of Registered Manager>>
 Name of Service Provider
 Address
 Postcode

REMOVAL OF RESTRICTED MORATORIUM – <<INSERT SERVICE PROVIDER NAME AND ADDRESS>>

I refer to the outcome of the recent inspection conducted by the Care Inspectorate on <<Insert Date>> at <<Insert Service Provider Name>>, where the following quality grades were applied:

Key Question	Evaluation
KQ1: How well do we support people's wellbeing?	<<only insert grade if evaluated i.e., 3 - Adequate>>
KQ2: How good is our leadership?	<<only insert grade if evaluated i.e., 3 - Adequate>>
KQ3: How good is our staff team?	<<only insert grade if evaluated i.e., 3 - Adequate>>
KQ4: How good is our setting?	<<only insert grade if evaluated i.e., 3 - Adequate>>
KQ5: How well is our care planned?	<<only insert grade if evaluated i.e., 3 - Adequate>>

The removal of the Restricted Moratorium is subject to the Partnership receiving the following assurances:

1. Management will ensure future <<admissions/package of care>> into <<Insert Service Provider Name>> can be supported by appropriate staffing levels and skill set within the staff group.
2. New <<admissions/packages of care>> should not exceed one per week into <<Insert Service Provider Name>> until staffing levels are sufficient to support the additional <<residents/packages of care>>.
3. Sustained improvements by way of regular updates from <<Insert Service Provider Name>>

4. <<Insert Service Provider Name>> to continue working with the Partnership in a collaborative way to ensure any concerns are immediately addressed.

The Partnership will continue to monitor the performance and sustainability of improvements within <<Service Provider Name>> following new <<admissions into the home/packages of care>> and will be advising other Local Authorities and Partnerships of these decisions.

I would ask that you confirm receipt of this letter to SAHSCP.Commissioning@south-ayrshire.gov.uk within five working days.

In the meantime, I wish to take this opportunity on behalf of the Partnership to thank you and your team efforts and achievements and are confident that <<Service Provider Name>> shall continue their improvement journey. I would be grateful if you could circulate this to all relevant staff.

If you need any more information, please contact <<insert Principal Social Work and/or Commissioning Officer name>> at <<insert email addresses>>.

Yours sincerely

<<Enter Name>>
Chief Social Work Officer

cc: <<Insert Name of Service Provider Managing Director/Owner>>
<<Community Services Collaborative Group>> - SAHSCP
<<Head Of Service and aligned Senior Manager for Children's Services>> - SAHSCP
<<Insert Name of Corporate Finance Officer>> - SAC
<<Insert Name Adult Support & Protection Lead Officer>> - SAHSCP
<<Insert Name Team manager>> - Care Inspectorate
<<SWS Contracts and Commissioning Network if relevant and appropriate>>

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SAHSCP.Commissioning@south-ayrshire.gov.uk

Our Ref: <<Enter CSWO
 Initials/Commissioning officer
 Initials>>

Your Ref: <<Service Provider
 Name>>

Date: <<Date Letter will be
 issued>>

<<Insert name of Registered Manager>>

Name of Service Provider

Address

Postcode

Dear <<Insert name of Registered Manager>>

REMOVAL OF ENFORCED MORATORIUM – <<INSERT SERVICE PROVIDER NAME AND ADDRESS>>

I refer to the outcome of the recent inspection conducted by the Care Inspectorate on <<Insert Date>> at <<Insert Service Provider Name>>, where the following quality grades were applied:

Key Question	Evaluation
KQ 1: How well do we support people's wellbeing?	<<only insert grade if evaluated i.e., 3 - Adequate>>
KQ 2: How good is our leadership?	<<only insert grade if evaluated i.e., 3 - Adequate>>
KQ 3: How good is our staff team?	<<only insert grade if. evaluated i.e., 3 - Adequate>>
KQ 4: How good is our setting	<<only insert grade if evaluated i.e., 3 - Adequate>>
KQ 5: How well is care and support planned?	<<only insert grade if evaluated i.e., 3 - Adequate>>

The removal of the current moratorium is subject to the Partnership receiving the following assurances:

1. Management will ensure future admissions/package of care into <<Insert Service Provider Name>> can be supported by appropriate staffing levels and skill set within the staff group.



2. New <<admissions/packages of care>> should not exceed one per week into <<Insert Service Provider Name>> until staffing levels are sufficient to support the additional <<residents/ packages of care>>.
3. Sustained improvements by way of regular updates from <<Insert Service Provider Name>>.
4. <<Insert Service Provider Name>> to continue working with the Partnership in a collaborative way to ensure any concerns are immediately addressed.

The Partnership will continue to monitor the performance and sustainability of improvements within <<Service Provider Name>> following new <<admissions into the home/packages of care>> and will be advising other Local Authorities and Partnerships of these decisions.

I would ask that you confirm receipt of this letter to SAHSCP.Commissioning@south-ayrshire.gov.uk within five working days.

In the meantime, I wish to take this opportunity on behalf of the Partnership to thank you and your team efforts and achievements and are confident that <<Service Provider Name>> shall continue their improvement journey.

If you need any more information, please contact <<insert Principal Social Work and/or Commissioning Officer name>> at <<insert email addresses>>.

Yours sincerely

<<Enter Name>>
Chief Social Work Officer

cc: <<Insert Name of Service Provider Managing Director/Owner>>
<<Community Services Collaborative Group>> - SAHSCP
<<Head Of Service and aligned Senior Manager for Children's Services>> - SAHSCP
<<Insert Name of Corporate Finance Officer>> - SAC
<<Insert Name Adult Support & Protection Lead Officer>> SAHSCP
<<Insert Name Team manager>> - Care Inspectorate
<<SWS Contracts and Commissioning Network if relevant and appropriate>>

Health and Social Care Partnership
Director, Health, and Social Care Partnership
Tim Eltringham



Elgin House, 1st Floor, Main Building, Ailsa Hospital
Dalmellington Road, Ayr, KA6 6AB
01292 616629

SAHSCP.Commissioning@south-ayrshire.gov.uk

Our Ref: <<Enter CSWO
Initials/Commissioning officer
Initials>>

Your Ref: <<Service Provider
Name>>

Date: <<Date Letter will be issued>>

<<Insert name of Registered Manager>>
Name of Service Provider
Address
Postcode

Dear <<Insert name of Registered Manager>>

REMOVAL OF VOLUNTARY MORATORIUM – <<INSERT SERVICE PROVIDER NAME AND ADDRESS>>

I refer to your email dated <<Insert Date>> and I am writing to confirm that the Health and Social Care Partnership has agreed to your request to remove the Voluntary Moratorium made on <<Insert Date>> on <<Insert Service Provider Name>> with immediate effect.

The Partnership's Community Services Collaborative Group and the Care Inspectorate will continue to be in close contact to monitor the care provided by <<Insert Service Pro Name>> and offer support to the manager locally. The improvements and actions carried out since the original request was made are noted, and the Community Services Collaborative Group will be provided with updates on further improvements as outlined in <<Insert Service Provider Name>> Improvement Plan.

I would ask that you confirm receipt of this letter to SAHSCP.Commissioning@south-ayrshire.gov.uk within five working days.

In the meantime, the Partnership wishes to take this opportunity to thank <<Insert Service Provider Name>> for their quick response in what is a difficult and challenging time. Please be assured of our ongoing commitment to collaborating with you to achieve positive outcomes for our <<residents/service users>> and the service.

Yours sincerely

<<Enter Name>>
Chief Social Work Officer

cc: <<Insert Name of Service Provider Managing Director/Owner>>
<<Community Services Collaborative Group>> - SAHSCP
<<Head Of Service and aligned Senior Manager for Children's Services>> - SAHSCP
<<Insert Name of Corporate Finance Officer>> - SAC
<<Insert Name Adult Support & Protection Lead Officer>> - SAHSCP
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