

Kent and Medway Wheelchair Service

Millbrook Healthcare partnership with Cairngorm Capital

August 2019

Situation:

An update of the Kent and Medway wheelchair service was presented at the HOSC meeting held on 23 July 2019. On the morning of this meeting a proposed change of ownership of Millbrook Healthcare was confirmed and made public and this was announced during the committee meeting. HOSC requested further assurance that the partnership between Millbrook Healthcare and Cairngorm Capital would not impact on service delivery and staff.

Background:

With the retirement of Colin Croll, former Chair of Millbrook Industries Ltd, the ownership of Millbrook Healthcare and its subsidiaries has transferred to the Millbrook Executive Management team and Cairngorm Capital.

Aside from the statutory requirement to notify all commissioners of this change, all other aspects regarding the provision of the wheelchair service for Kent and Medway remain unchanged.

Assessment:

The Millbrook management team continues to lead the business, with strategic and investment support provided by Cairngorm Capital. The company aims to provide the highest quality service and care for all service users are unchanged. The service will continue to be provided by Millbrook Healthcare Limited, from the same premises, using the same staff, all of whom continue to be employed by Millbrook Healthcare – staff will not be required to TUPE transfer. The report attached from Millbrook Healthcare provides further details.

When Thanet CCG was made aware in strictest confidence that there was a potential change in ownership, the CCG, on behalf of the other Kent and Medway CCGs, undertook due diligence including seeking advice from our contracts experts and speaking with a Director of the new holding company. The CCG was provided with assurance that a change in ownership does not alter any of the contractual terms and that there were to be no changes to Millbrook staffing, including the Executive team, as a consequence of the change in ownership.

The CCG will continue to hold Millbrook Healthcare to account for delivering the improvement plan. Millbrook Healthcare has assured the CCGs that operational capacity will be the same or greater under the new ownership and that their working capital will be the same if not more.

As part of our due diligence the CCG requested contact details of the other Local Authorities and CCGs who hold current contracts with Millbrook. Some of these had already agreed to the change in ownership and others were poised to. We approached two key organisations holding contracts with Millbrook and spoke with one of them.

Recommendation:

The CCGs understand that this may be a cause of concern for key stakeholders and we are liaising with Millbrook regarding stakeholder communications to provide re-assurance. HOSC is asked to note that the contractual obligations and contractual governance have not changed and that the CCGs continue to monitor performance to ensure the service improvement plan is delivered.