Information to obtain in order to complete this letter:

* + What is the dispute – is it a failure on both sides to provide services or a failure to assess, is it a failure to cooperate?
	+ Have social services recommended an assessment
	+ When did the assessment take place
	+ Is the outcome of the assessment known
	+ What support is the person currently receiving
	+ What are the immediate concerns for the family
	+ Is there any evidence of social services and the CCG not cooperating with each other

Please do note that you may wish to seek legal advice on these issues now and certainly once you receive a response if it is not favourable, or if no response is forthcoming within 14 days

DELETE THIS BOX BEFORE SENDING THIS LETTER

[Note that a copy of this letter will probably need to be sent to the LA and the CCG]

[Director of Adult Social Care]

[insert address of Local Authority]

[insert your name]

[insert the date of the letter]

Dear [insert name of the person you are writing to] , ,

**Care and support for X [insert name]**

There is currently a dispute over who is responsible for meeting the care and support needs of [insert name]. I am *[explain relationship to X]*.

*[Insert details of X’s situation, including whether they have been assessed, where they are living, the nature and urgency of their needs.*

*Explain the effect of continued delay whilst the dispute is being resolved]*

I understand that under the National Framework for NHS Continuing Healthcare, councils and Clinical Commissioning Groups should have a local system for dispute resolution. I believe that [insert name]’s needs are:

*Healthcare needs: [detail any treatment, control or prevention of a disease, illness, injury or disability, and the care or aftercare of a person with these needs]*

*OR*

*Social care needs:*

* maintaining independence
* activities of daily living
* social interaction
* enabling the individual to play a fuller part in society
* protecting the individual in vulnerable situations
* helping them to manage complex relationships
* in some circumstances, helping them to access a care home or other supported accommodation

I am aware that both the National Framework for Continuing Healthcare as well as the Care Act 2014 state that there should be no gaps in provision of support for X whilst this dispute is determined.

In light of the urgency of this issue, I look forward to hearing from you within 7 days with confirmation that support can be put in place whilst the dispute is resolved.

Please note that I have also written to our counterpart [insert name] at the [Local authority /CCG – delete as appropriate].

Yours sincerely,

[insert name]