

Jennifer Forbes

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CORNWALL'S VOICE IN WESTMINSTER
NOT WESTMINSTER'S VOICE IN CORNWALL

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Dear Ms Shields

I would first like to congratulate you on your promotion to CEO at RCHT wish you well in that role and hope we may meet at some point in the future in slightly better circumstances, to discuss my full support for the NHS as a fully funded and valued service and how we may get a better deal for Cornwall, both before and once I am in government.

I am compelled to write to you now as I have received deeply concerning information from persons wishing to remain anonymous about the failing standard of services under the MITIE contract.

Including but not limited too.

- supplies of appropriately colour coded mops were not always available so that staff were obliged to use the wrong mop for particular tasks
- mops were washed in with protective clothing or baby clothes
- staff were being required to undertake "hostess" (food serving) roles without the training that would enable them to understand choking or allergy risks
- the amount of training had been drastically reduced from the 3 days which had been standard per MITIE to half a day if that
- cleaning staff were no longer responsible for the cleanliness of a particular area, instead the work was task by task, reducing any sense of satisfaction for staff in doing their job well
- serious concern expressed that MITIE's lack of attention to clinical priorities might harm patients - cases instanced where they believed it had done so

I have also aware that MITIE are unwilling to award their staff any pay rise inline with the very limited offer the NHS staff have now received. I make no secret of the fact I do not believe outsourcing of this nature is beneficial to the NHS or its staff.

I was very pleased to read in the West Briton that you seem to be a leader who believes in valuing staff and encouraging them to be the guardians on quality and safety. I understand that the MITIE staff do indeed see themselves in this way and that is why they are so upset at they way they are being forced to work.

I seek assurances from you that this matter will be dealt with swiftly. In particular I would like to see.

A list of all reported health and safety infractions by MITIE since they have held the Cornwall contract.

The executive team to use their influence to gain the MITIE workers the pay and terms and conditions they deserve.

With a longer term view to bringing the contract back in house when the current contract expires in 2 years.

Yours Sincerely

Jennifer Forbes