



**RID**  **OUTS**

**THE LAW FIRM FOR  
HEALTH AND SOCIAL  
CARE PROVIDERS**

At Ridouts we know the health and social care sector and the details that can make the difference to your business. We provide legal, operational and strategic advice to providers who are faced with matters that could negatively impact their businesses.

**We act for all provider types across  
England, Wales and Scotland.**

## CLIENTS INCLUDE

- Care Homes (Nursing and Residential)
- Home Care Agencies
- Independent Hospitals
- GP Practices
- Supported Living Providers
- NHS Trusts
- Children's Homes & Residential Special Schools
- Fostering Agencies
- Substance Misuse Centres
- Dental Practices

## SERVICES INCLUDE

- Challenging inspection reports and ratings
- Challenging notices to suspend, cancel or vary registration
- Challenging warning notices, fixed penalty notices and prosecutions
- Appeals to the First-Tier Tribunal
- Registration advice and challenges to refuse
- Safeguarding investigations
- Commissioner fee, contract disputes and embargos
- Inquests
- Police investigations
- Regulatory due diligence

## HOW RIDOUTS CAN HELP YOU

Our specialism means that not only do we know the law that governs the sector, we also know the nuances that come into play. There is no textbook way of operating a health and social care business so you need solicitors that don't just know the regulations, but how to interpret them in the context of multi-faceted pressures, conflicting stakeholder input, and what the day job looks like for you.

The combination of our staff skill mix, knowledge and experience means that our clients receive a service that helps them to find solutions to often complex and damaging situations.

We provide time sensitive, effective, results-driven advice to the sector.

The team at Ridouts is on hand to help navigate you through the complexities that can arise.

**There is no such thing as an ordinary day in care. Your legal advice shouldn't be ordinary either. We work with you through the extraordinary.**

## THE TEAM

We believe in a straight-forward, no nonsense approach, offering common sense and clarity when you need it the most.

Given the team's combined experience, we've seen most sector scenarios – and if we haven't, we have the skills to understand the issues and advise.

Ridouts can give you peace of mind knowing that a team of dedicated, specialist lawyers can be swiftly brought together to support you through the regulatory and commercial challenges your business may face.

## WHAT OUR CLIENTS SAY

*“You feel that you get both legal advice and consultancy, borne out of many years of dealing with regulators.”*

*“We have always found the advice and support from Ridouts extremely helpful and reassuring. They provide a positive and welcome service to care providers tackling difficult legal and regulatory issues.”*

*“We have been able to depend on them like an extension of our own team. Their approach, knowledge and expertise has ensured all our matters have been handled efficiently.”*

## HOW RIDOUTS HAS HELPED

We acted for a care home provider who was unhappy with the outcome of a recent inspection of one of their homes. The draft report proposed to rate the service as Requires Improvement in all five domains. This was not an accurate reflection of the care provided by the service or of what was seen on the day of the inspection.

We met with the provider and took detailed instructions about the criticisms made by the CQC. We made a request to the CQC for disclosure of the inspection notes and used the information received in response, together with operational information provided by a consultant, to prepare a robust well-evidenced factual accuracy submission, including challenging the ratings that had been awarded.

**As a result, the CQC withdrew the first draft report, re-inspected the service and subsequently rated the home as Good in all five domains.**

We acted for a care home provider that had been the subject of anonymous safeguarding referrals that included serious allegations. We engaged with the investigating local authority and encouraged it to share information about the accusations, which it had previously been reluctant to do.

We accompanied our Client to safeguarding meetings and drafted clear and concise responses to the allegations, supported by evidence that demonstrated the allegations were fabricated and part of a campaign against the service led by a disgruntled former staff member.

**We carefully managed the process and ensured the local authority remained proportionate and aware of the context in which the allegations had been made. We worked transparently with the local authority to promote a swift and fair conclusion to the matter.**

A provider contacted Ridouts with a Notice of Proposal to cancel its registration that had been issued by the CQC. There were only 5 days left before representations were due. We arranged an urgent meeting with the provider to take instructions and gather detailed evidence to contest the Notice.

We undertook a forensic review of the Notice in order to determine whether or not the evidence relied upon by the CQC was correct. In this case some of the circumstances were erroneously reported by the CQC and were also no longer relevant as improvements had been made since the CQC gathered its evidence.

**Following submissions, the CQC withdrew the Notice, allowing the provider to continue running its business as normal.**

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Ridouts' E-Newsletters provide health and social care related articles, videos and information; you can also receive invitations to Ridouts' events and other firm news.

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# RIDOUTS

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