

**consultation on the Care Act 2014: how should we deliver the 2016 reforms  
to cap care costs and manage appeals?**

With a membership of around 420,000 registered nurses, midwives, health visitors,

And finally, any appeals process needs to be fair, transparent and above all, fast; our work on the Clwyd review (NHS complaints) has highlighted the need for clarity on access and procedures as well as timeliness in terms of response.

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