

Our ref: COR0013
Your ref: RC/MAB/MIC/T

Date: 6 June 2014

PRIVATE & CONFIDENTIAL

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Dear Ma'am

Resumed Inquest touching the death of Winifred Olive Dennis

I write further to your correspondence dated 14 April 2014, which encloses a copy of the Regulation 28 letter.

Firstly, I would to take the opportunity to thank you for bringing this matter to my attention. I have conducted a full internal review of the care afforded to Ms Dennis by the Community Nursing Teams across Kent Community Health Care Trust. I can confirm that as a result of the investigation, an action plan has been implemented into practice, to target and address your concerns.

Concerns Raised

These concerns were in relation to the lack of a formal handover process between our Community Nursing Teams. The Trust recognises that structured handover processes are vital in order to deliver a co-ordinated level of care that meets patient's on-going needs in the community.

Response

A formal process to enable the transfer of care between community nursing teams has been devised. A working group has been established to revise the policies and procedures and monitor through clinical audit all aspects of transfer of care. Work is already underway to improve the documentation associated with transfer to ensure all patients have a full holistic reassessment prior to transfer that clearly documents the patients care needs handed over to the teams responsible for implementing the on-going care. This process ensures continuity of care. Patients' on-going needs are clearly identified and communicated effectively upon transfer between community nursing teams. The training available to staff for holistic assessment and care planning has been revised and the new programme is now being rolled out. I am confident that this will enable our Community Nursing Teams to deliver a high level of quality care, which is patient focussed.

[REDACTED]

The implementation of these actions will be regularly monitored through the Trust's committee structures.

The Trust will be making contact with the family of Ms Dennis, to go through the details of our internal investigation. I am grateful for the opportunity to review and improve our service and thank you once again for highlighting these issues to me.

Yours faithfully

A black rectangular redaction box covering the signature of Marion Dinwoodie.

Marion Dinwoodie
Chief Executive