

21 October 2013

Private & Confidential

Mr Derek Winter
Senior Coroner for the City of Sunderland
Civic Centre
Burdon Road
Sunderland
SR2 7DN

Dear Mr Winter,

Mr Peter Pattinson - Response Regulation 28 Report

I am writing in response to your Regulation 28 report regarding Mr Peter Pattinson dated 6 September 2013 and I set out below the actions that we have undertaken in order to address the concerns set out at paragraph 5 of your report.

1. Requests to raise bed rails not being acted upon or documented and not being subject to a risk assessment

We have now undertaken the following actions:

- a. bed rail risk assessments are carried out within 24 hours of admission and are then reviewed monthly or when needs change. Any changes will be discussed with the service user or a family member; and
- b. all present staff in post will undertake training in the safe usage of bed rails and read European Care's "Safe Use of Bed Rails" policy, signing to confirm they understand the policy. All new staff will undertake this training as part of their induction and understand European Care's policy on the safe use of bed rails. Competencies for all staff will be signed off by the manager, training coordinator and clinical lead and a record kept on their personnel file. Continuous understanding will be monitored in supervisions.

2. Repairs to the bed rails of Mr Pattinson's bed were not actioned in a timely manner

We have now undertaken the following actions:

- a. a daily checking system is now in place for a senior member of staff to visually check the condition of the bed rails and record this on the handover. This in turn is checked by the manager;

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- b. any defects regarding bed rails are to be reported and repaired immediately. All staff are now aware of how to report defects both within office hours and out of hours; and
- c. maintenance of bed rails will be undertaken monthly in accordance with European Care policy by the maintenance manager and a record of this maintenance will be kept.

3. Missing daily statements from Mr Pattinson's file

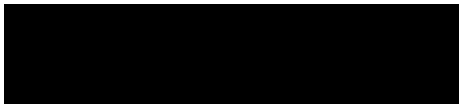
All documentation relating to daily statements used are now numbered so pages cannot be mislaid.

4. Daily statements provided were not paginated sequentially

Please see response to paragraph 3 above.

Please be absolutely assured that European Care are committed to continuously improving our quality and care and the safety and wellbeing of all our residents is paramount. We therefore trust that the above addresses all your concerns fully and comprehensively however if you do require any further information or have any further concerns please do not hesitate to contact me.

Yours sincerely,



Director of Quality Development