



PRIVATE AND CONFIDENTIAL

Mr Tom Osborne
HM Coroner's Office
Civic Offices
1 Saxon gate
Milton Keynes
MK9 3EJ

██████████
Corporate Director Community Wellbeing

██████████
Assistant Director Adult Social Care & Health

Our Ref: LS/SW

Your Ref:

Reply To: ██████████

Direct Line: ██████████

E-mail: ██████████

5th August 2014

Dear Mr Osborne

Re: Mr Ross Boyd DOB 25/06/1950 DOD 02/11/2013

I am writing following receipt of a Regulation 28 Report to Prevent Future Deaths following the inquest into the death of Mr Boyd on 23rd May 2014. I have noted your concern that Mr Boyd was not adequately assessed and was inappropriately admitted to the Willows Care Centre. Having reviewed our involvement with Mr Boyd I feel it is unfortunate that his social worker ██████████ was not invited to the inquest as she could have provided you with extensive information that may have been helpful in clarifying the assessment process and decision making behind the temporary placement.

An assessment of Mr Boyd's needs was conducted on 4 October 2013 by ██████████ and a care package at home was provided; additionally there was involvement and assessment from Community Occupational Therapy, Physiotherapy and the Rapid Assessment Team (RAIT) which is part of intermediate care. The District nurses were visiting and reviewed Mr Boyd's medication and ██████████ visited regularly. The decision to move Mr Boyd was based on his deterioration at home and increased risks to his wellbeing which included increased difficulties with transfers and falls which, at that time, did not appear to require a hospital admission or a specific health intervention. The decision was taken in consultation with Mr Boyd, and his family and other professionals involved.

Given the information available at the time of admission the move the Willows, which provides 24 hour care and support, did appear to be appropriate. ██████████ did provide the Willows with a detailed support plan and reviewed the placement within 48 hours and then regularly until Mr Boyd left. It is very unfortunate that Mr Boyd continued to fall

Letter050814 – TO

Community Wellbeing, Civic Offices, 1 Saxon Gate East,
Central Milton Keynes, MK9 3EJ
Tel: (01908) 691691 Fax: (01908) 253990



when he was in the Willows however it is not apparent that this was in any way due to the type of care and support he received when staying there. Mr Boyd continued to try to transfer from his wheelchair unaided and did not use his pendant to call the care staff for assistance hence putting himself at risk of injury.

In summary Mr Boyd's placement at the Willows was made in an emergency as he was not managing at home and he, his family, and professionals involved believed a period of respite was in his best interests. Although it became apparent the Willows had difficulties meeting all of his needs I do not find that this was because of inadequate assessment prior to the placement. The Willows is a well-regarded care home and Adult Social Care use our contracted respite beds in the Centre for emergency care when required. I will ensure that managers of the social care teams discuss the use of respite beds with their teams and the need for clear assessment and support planning.

Yours sincerely

A large black rectangular redaction box covers the signature area. A thin, light-colored line is visible to the left of the box, possibly indicating a signature or a mark on the original document.

Service Director Adult Social Care