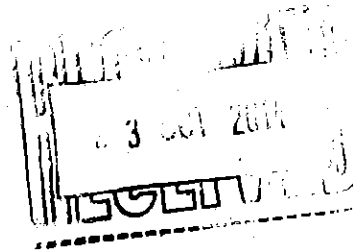


Ms Jacqueline Lake
HM Coroner
69-75 Thorpe Road
Norwich
Norfolk NR1 1UA



Tel: 0344 800 8020
Fax: 01603 222301
Minicom: 01603 223242

Email: [REDACTED]

Please ask for: [REDACTED]

Our Ref: [REDACTED]

Contact Number: [REDACTED]

Date: 20 October 2014

Dear Madam

Re: John Henry Wilsher deceased

I refer to your report dated 5 August 2014 and should be grateful if you would accept this letter as the response on behalf of Norfolk County Council Community Services.

I confirm that the importance of giving appropriate feedback to the person who raised the safeguarding concern ("the referrer") has been acknowledged and it is agreed that this should be an integral part of the safeguarding process. The Multi-Agency Safeguarding Hub ("MASH") and the safeguarding manager within Norfolk Council have been working with colleagues to ensure this action is embedded in the safeguarding process. This will ensure a more outcome focussed safeguarding process. This will also enable the referrer to be clear when the council has assessed an issue not to fall within the safeguarding arena.

In practice this will mean that if similar situation were to arise in the future the feedback given to the referrer will enable the referrer to raise their concerns directly with the residential home.

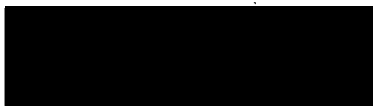
Norfolk County Council Community Services continues to work closely with the Norfolk & Norwich Community Hospital to ensure safe discharges are made. There are social care practitioners linked to those Wards which care for older people who, if requested, are available to support any health staff who are directly in contact with residential home managers and staff.

www.norfolk.gov.uk



I trust this deals with your concerns but if there is anything else I can assist with then please do not hesitate to contact me.

Yours faithfully



Director of Community Services

www.norfolk.gov.uk

