



Ian Wade QC  
Assistant Coroner  
Eastern District of London  
Walthamstow Coroners Court  
Queens Road  
Walthamstow  
London E17 8QP

15 May 2015

Dear Mr Wade

**Re: Inquest touching upon the death of Joseph [REDACTED] ALLISON**

Thank you for drawing our attention to your investigation and conclusions with regard to the above case.

To address your points:

1 and 2 - we are satisfied that Handicare has adjusted internal process and training to ensure that appropriate training is provided to the in-house engineers on an ongoing basis. BHTA will remind all its manufacturer members that if training is necessary to address a field safety issue the training must continue to be provided until such time as all the products have been traced and the necessary action taken.

3 BHTA has been concerned for some time that there is no national alerting system for notification of product recalls and field safety work for products such as stairlifts. We have noted that [REDACTED] is currently leading a review into the recall system for unsafe products to which we will be responding:

<https://www.gov.uk/government/news/consumer-champion-lynn-faulds-wood-to-lead-product-safety-review>

Clearly there is a need for a national system, but we are also conscious that costs and effectiveness might be barriers. There is a well-established system run by the Medicines & Healthcare Products Regulatory Agency (MHRA) for alerts regarding medical devices and this ensures wide circulation throughout the health and care sectors. We will recommend that the Health & Safety Executive talk to the MHRA and see if they might tap into the same alerting system for alerts regarding products which are not medical devices but which have been sold into the care sector, provided to social services, or sold direct to frail elderly people for the purpose of maintaining independence, preventing falls, and / or enabling mobility.

continued overleaf...

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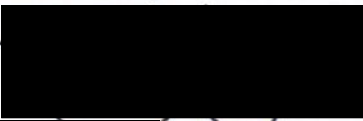
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- 2 -

4 The business did raise the matter at one of our meetings (minutes of which are distributed to all relevant members) and we have discussed how to improve notifications and co-operation throughout the supply chain. We will reiterate to manufacturers the need to have written agreement with their dealers setting out what will be expected of them in the event of a recall or the need for field safety work; and that they should make full use of ourselves and the publications read by businesses in the sector to raise awareness.

If we may be of any further assistance please do not hesitate to contact me.

Yours sincerely

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Director General