



Her Majesty's Coroner
Manchester West
H M Coroner's Court
Paderborn House,
Howell Croft North,
Bolton,
BL1 1QY

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: 03000 616161



BY EMAIL

Your ref: [REDACTED]

Our ref: [REDACTED]

MARY WALKER – Deceased, Prevention of future death report

Dear HM Coroner

We are writing in response to the 21 April 2016 Regulation 28 Prevention of Future Death Report issued by Alison Mutch, Assistant Coroner to Belong Central Office, Pepper House, Market Street, Nantwich, Cheshire CW5 5DQ and to [REDACTED], [REDACTED], CQC Inspector, Bolton Wigan and Salford Team following the Inquest into the death of Mary Walker. This letter is the CQC's response to the Report issued to [REDACTED].

Following receipt of this Report we held a management review meeting to look at the information we held in relation to this case. At this meeting we took the decision to:

- firstly, undertake a comprehensive ratings inspection at Belong Wigan Care Village where Mary Walker resided prior to her unfortunate death and to specifically look at actions the provider had taken in response to the Report findings; and
- secondly, to request copies of the documentation you held so we could also consider if we needed to undertake a criminal investigation.

As you are aware from 1 April 2015 CQC is the lead enforcement body for health and safety incidents in the health and social care sector. As Mary Walker's death occurred after 1 April 2015 CQC considered when undertaking its inspection whether further investigations or criminal enforcement were appropriate.

We noted the response provided to you by the registered provider, CLS Care Services Limited known as Belong on 27 April 2016. In light of this response it was not felt necessary for CQC to contact the registered provider to request written confirmation and

evidence of the action they have taken to date following this death and any additional action they intended to take in response to the prevention of future death report. However, we did consider the response sent to you during the course of proceedings as part of the comprehensive inspection we undertook.

We undertook an inspection at Belong Wigan Care Village across two days, the 06 and 16 May 2016. We found steps had been taken by the provider to respond to the concerns identified in the Regulation 28 report. The detail relating to this can be found in the 'safe' and 'well led' sections of the report.

We found a flow chart for unexpected changes in health had been developed and given to every member of staff and was displayed within each household at the service. On the 2nd day of the inspection all the night staff were spoken with, and all were able to describe the procedure that was in place.

We found that a night time record sheet had been introduced. The record was time specific and was completed by staff as people's care and support needs were met. This meant clear and concise records were now being maintained throughout the night, which enabled management to illicit information regarding people's health and care needs and the specific time at which things had occurred. We spoke to 11 night staff who confirmed the records had been implemented immediately following the issue being identified.

As a result of our inspection we have provisionally rated the service as 'good' subject to the factual accuracy process. The report of our inspection is currently in draft form.

We have provided this draft report as an attachment to this letter as a disclosure permitted under S.79 of the Health and Social Care Act 2008. We would respectfully request that this draft report is not widely published at this time. We will publish a final report of our inspection as soon as it is possible for us to do so.

Thank you for providing us with disclosure during the Coronial investigation. We can confirm that following our inspection and a review of these documents we do not intend to undertake further investigations in relation to the death of Mary Walker or the provision of regulated activities by CLS Care Services Limited.

Yours sincerely,




Head of Inspection