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Ms Louise Hunt
Senior Coroner
Her Majesty's Coroner for the City of Birmingham and the Borough of Solihull
Coroner's Court
50 Newton Street
Birmingham
B4 6NE

8th December 2016

Dear Ms Hunt,

Mr Robert Arthur Davidson (deceased)

Thank you for your letter 13th October 2016 enclosing your Regulation 28 Report which follows investigation and inquest into the death of Mr Robert Davidson. On behalf of NHS England I would like to express our sympathy to Mr Davidson's family.

It may be helpful, in replying to the Coroner's concerns, if I explain that Section 1H of the National Health Service Act 2006 (as amended) ("the 2006 Act") created the National Health Service Commissioning Board. The Board is more commonly known as NHS England. The Board's functions and duties are set out in that both the 2006 Act as well as the Health & Social Care Act 2012. The legal responsibility of NHS England is to commission healthcare provision from third party healthcare providers. NHS England does not provide healthcare itself. NHS England's regulatory role is limited to that of primary care practitioners.

I have reviewed and considered the concerns set out in your report and your report and address each as follows:-

1. **During the inquest I heard evidence that Health care staff had not been trained on basic process as follows:**
 - **Making 999 calls – to obtain an outside line caller's needed to first dial "9". The HCA instructed to make the 999 call did not know this so the call was unsuccessful. The registered nurse looking after the patient whilst he was choking had to make the 999 call resulting in her leaving the patient.**
 - **When to start CPR. The RGN & HCA (Health Care Assistants) staff had received no training on the CPR and choking policy. The concern is that staff are not trained in basic processes and therefore not able to deal with emergency situations.**

Care organisations, including homes such as Aran Court Care Centre, are responsible for the induction and training of their staff. This should include the use of the telephone in emergency situations. Basic CPR training is a minimal expectation of those working in care settings. It is the responsibility of the care home to provide this training and ensuring that staff maintains their competence through regular updates. It may be necessary for the care home to access training in the NHS to meet these requirements.

- 2. The 2 HCA's had no experience or basic training before starting work as HCA's. They had limited understanding of conditions and processes. Consideration needs to be given as to whether there should be mandatory training or minimum standards, which are objectively assessed, to ensure HCA's have the necessary knowledge and understanding to undertake their role.**

Health Care Assistants (often referred to as nursing assistants or support workers) have traditionally received training from their employer. This has caused a variation in standards of practice across the country. The recent introduction of the National Care Certificate, developed jointly between Health Education England and Skills for Health, is a set of standards that social care and health workers stick to in their daily working life. The new minimum standards should be covered as part of induction training of new care workers. The Care Certificate was developed jointly by Skills for Care, Health Education England and Skills for Health.

- 3. The deceased PICA behaviour was not highlighted or identified on his transfer between care homes. Some process or direction from the governing body needs to be provided to care homes to ensure essential information is provided and highlighted when patients are transferred.**

It is essential that information is communicated between organisations when a patient is transferred. In this case between Jubilee Gardens and Aran Court Care Centre. Had Aran Court Care Centre been aware of Mr Davidson's condition they would have been aware of the need for additional, possibly 1:1, care. The commissioning organisation should be satisfied that the organisation to which Mr Davidson was being admitted were able to meet his care needs. The care home will be registered with and regulated by the Care Quality Commission, to whom this Regulation 28 report has also been sent, and they may wish to comment in respect of this issue.

I am grateful to you for highlighting this matter to NHS England and trust that, in so far as remedies are within our powers, NHS England has endeavoured to address the issues raised by you.

Yours sincerely

A large black rectangular redaction box covering the signature of the Chief Nursing Officer.

Chief Nursing Officer
England