

# **FAIRFIELD VIEW**

**C A R E C E N T R E**

31<sup>st</sup> August 2017

Miss A Mutch  
HM Senior Coroner  
Coroners Court  
1, Mount Tabor Street  
Stockport  
SK1 3AG



Dear Miss Mutch

Re: Mrs Ivy Mitchell

I enclose my reply, in response to regulation 28 in the case of Mrs Ivy Mitchell. I have now audited all the documentation in relation to falls and mobility of all the service users. In relation to Mrs Mitchell, I accept that the documentation and risk assessments did not accurately reflect her falls or mobility, which has caused me great concern.

Senior staff attended the meeting [REDACTED] held in relation to documentation and the falls procedure. Details of which, I enclose. This information has been cascaded down to staff, and the importance of completing all the relevant documentation was discussed at length. I have emphasised the failings in relation to Mrs Mitchell, and that we must ensure it does not happen again to any of the service users. I am now auditing all care plans and daily records on a daily and weekly basis, to ensure accuracy regarding risk assessments, and that documentation in the event of a fall is completed accurately and in a timely manner.

Unit Managers, Deputies and Senior Care Staff are undertaking a course on care planning, this will commence in September of this year with Tameside College. This will include how to complete an accurate risk assessment as well as identifying the needs of the service user. This course will provide them with more knowledge about the importance of documentation and of the need to involve the service user, where there is capacity, or their relatives in all care planning activities.

I have again made staff aware of the referral process that needs to be completed where there is a cause for concern over the nutritional status of a service user. This is an area that I will also be auditing on a regular basis and giving advice about referrals where I feel it is necessary to do so. I have enclosed the nutritional referral form that is used by the Community Dieticians for all referrals in the community.



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Directors: J. Meredith, R. Meredith, L. Meredith



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I hope my response addresses your concerns in relation to the regulation 28 notice. If you require any further information on this matter, please do not hesitate to contact me.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Sue', written in a cursive style.

  
Registered Manager

Enc.

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