



Department
of Health

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29 JAN 2018

From Caroline Dinenege MP
Minister of State for Care

39 Victoria Street
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020 7210 4850

Your Ref: TWB/YD/1852-2017

Our ref: PFD-1101007

23 JAN 2018

Mr Timothy W Brennand
HM Assistant Coroner – Manchester West
HM Coroners Court
Paderborn House
Howell Croft North
Bolton BL1 1QY

Dear Mr Brennand,

Thank you for your Report dated 28 September addressed to the Secretary of State for Health about the death of Ms Pauline Hayston. I am responding as hospital care and patient safety sits within my Ministerial portfolio and I apologise for the delay in doing so.

I was very saddened to read of the circumstances surrounding Ms Hayston's death. Please pass my condolences to her family and loved ones. I appreciate this must be a very difficult time for them.

The Department has noted very carefully your concerns about the reliability and suitability of the fall mats manufactured by Ramblegard Ltd. My officials have made enquiries with various arm's length bodies and I am able to advise the following.

Firstly, I understand from Bolton NHS Foundation Trust that it has worked closely with Ramblegard Ltd to explore your concerns. I am advised that there is no issue in regard to Wi-Fi potentially causing a delay, or 'cross-talking' with other devices, as Wi-Fi is not involved in the process.

The system used is a radio transmitter-receiver system. I understand that the Trust's Engineering Department verifies the functionality of the fall mats prior to distribution to the ward, and ensures that the devices are correctly paired. Best practice has been established as to how, and where, the fall mat monitoring system is set up prior to use

by staff. A situation, background, assessment and recommendation has been issued to staff, re-iterating the responsibilities of staff in the operation of the fall mats, and this has been discussed at safety huddles and handovers. Finally, a training package is being developed in collaboration with Ramblegard Ltd, along with a competency assessment tool.

I am informed that Ramblegard Ltd attended the Trust in November to carry out testing of the mats and no faults were found. I understand that the Trust has confirmed to you that there have been no other incidents on the wards regarding fall mats failing to activate.

I hope this information offers clarity and assurance on the operability of the fall mats. I am aware that you have addressed your Report to Ramblegard Ltd and the Trust, and hope the further detail they provide is helpful.

Learning lessons from incidents such as these is essential to ensuring the NHS provides safe, high quality care. It appears that the Trust has taken a range of measures to assure the operability of the fall mats and improve staff awareness and competence in their use.

My officials have ascertained that this product does not fall within the regulatory remit of the Medicines and Healthcare products Regulatory Agency or the Health and Safety Executive.

My officials have noted that the product information sheet for the Ramblegard Ltd wireless monitor states that it is CE approved and compliant with Radio and Telecommunication Terminal Directive (R&TTE, now the Radio Equipment Directive (RED), June 2017). The product may fall within the regulatory remit of Ofcom or Trading Standards and I would suggest contacting them if you have further concerns regarding the product.

Finally, in liaison with the NHS Shared Business Services (SBS), Departmental officials have established that Ramblegard Ltd products are sold under one of its Framework agreements that enables NHS organisations to contract with suppliers of fall prevention products. Ramblegard Ltd products are supplied by one of the six awarded Framework suppliers.

Only suppliers whose products have passed the quality criteria in the tender can be appointed under the Framework agreement. Such quality is also warranted by the supplier to SBS under the terms of the Framework agreement. The Framework gives NHS organisations the ability to purchase goods from qualifying suppliers, pursuant



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to NHS conditions of contract for the purchase of goods. Under these conditions, it is the Trust's responsibility to ensure the products comply with the necessary requirements on delivery.

I hope this information is helpful. Thank you for bringing the circumstances of Ms Hayston's death to our attention.

CAROLINE DINENAGE