

Ms Gemma Brannigan
West London Coroner's Court
Assistant Coroner for West London
25 Bagleys Lane
Fulham
London
SW6 2QA



10th November 2017

Dear Ms Brannigan

Re: Response to the Regulation 28 Prevention of Future Deaths Report in relation to Mrs Pamela Craigie

Following the investigation and inquest into the death of Mrs Craigie, the Company has reviewed your report and wishes to respond in the following terms:

1. The Home should ensure that the criteria for 1:1 care is clear to staff.

The Company has reviewed its Falls Prevention Policy and has updated its risk assessments in line with that amended Policy. The Policy now clearly states the protocol that staff are to follow should a resident require 1:1 care: Falls Prevention Policy, page 11, section 14

However, if a Resident continues to have frequent falls, defined as 2 or more per month, and all equipment is in place to manage this risk and there has been input from the local falls team and/or G.P, and the Resident still continues to experience a high number of falls, then the Home Manager will liaise with the Commissioners to request a re-assessment of needs. This may result in 1:1 support for that person to manage the risk. In these situations, the Home Manager will liaise with the Operations Manager to request a re-assessment or specific funding.

2. The Home should ensure that where the criteria for 1:1 care is met, that a referral for funding is always made.

The revised Falls Prevention Policy was issued to all homes within the Company, including Cloisters, in October 2017 and all Registered Managers will ensure that the policy is followed and will refer residents for 1:1 care when the criteria is met.

3. Point 3 relates to London Borough of Hounslow.

4. The Home should ensure that steps are taken to ensure the safety of the resident in the interim.

The Company has outlined, so far as is reasonably practicable steps, to manage the risk whilst waiting for funding in the interim. This is outlined in the Falls Prevention Policy, page 11, section 14

Home Managers should also consider other avenues of support such as (1) requesting family involvement in the supervision of their relative (2) consideration of confinement (3) increased levels of alertness and awareness on the part of all staff (4) updated care plans and in particular, updated mobility risk assessments and (5) the involvement of (external) professionals such as physiotherapists and the falls team to advise on specific measures, until a decision on funding has been made. Where 1:1 support has not been secured due to funding, the Home Manager must consider whether the Resident's placement at the Home can continue safely.

To conclude, the Company has discussed this case in full in order to attempt to minimise the risk of falls. Learning has taken place within the Company. However, it is important to note that although a resident may have 1:1 supervision and or be supervised in a communal setting, the risk of fall occurring may still be high despite those increased supervision levels.

Yours sincerely

Michelle Macadangdang
Operations Manager South

Cc: [REDACTED] Chief Operating Officer – Advinia Health Care Ltd
[REDACTED] Quality Manager – Advinia Health Care Ltd
[REDACTED], Home Manager – Cloisters Nursing Home
[REDACTED] Solicitor – Peninsula