



Care First Class UK Ltd

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*Cherry Lodge
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18th August 2017

Ms Emma Brown
Area Coroner
Birmingham and Solihull
50 Newton Street
Birmingham
B4 6NE

Dear Ms Brown

Re: Inquest on 21st July 2017 for the Mr James Albert Harris

Please find below the response to the coroners concerns at this inquest.

- 1) Read and sign sheets have been implemented so that staff read and sign care plans individually when residents are admitted to the home. The aim is that these are completed in a timely manner within 72 hours of a service user arriving, and staff will read and sign them the expectation being within one week. On point of admittance information is given at handover three times a day so that staff are aware of needs of a new resident.
- 2) Care plans and risk assessments are in place. Care plans stipulate if a resident requires supervision on mobilising and staff do endeavour to be with residents when walking. Unfortunately, some residents will not always wait for staff to assist and therefore put themselves at risk. If staff observe a resident mobilising independently and are aware that they should be accompanied then they will always assist.
- 3) Protocol for falls – this document has been given to all staff and a signed copy is kept on their personnel file. This has also been made part of the induction protocol for new staff.
- 4) Records of nightly checks are in place. This identifies when residents were checked either hourly or two hourly at their request. This is then recorded on the night check sheet and signed by staff on duty.
- 5) Residents who are complaining of pain would be offered analgesia if required. Staff on duty can check Medication Administration Records to see if they are written up for them and if they are able to administer them. If the person is not written up for any pain relief, then staff would contact badger services or 111 for advice.



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- 6) There is a manager in post at Cherry Lodge at present. [REDACTED] does have registration for another service and will register with CQC in due course. Staff are being spoken to individually at Cherry Lodge as to their understanding and their roles and responsibilities in the event of any accident or incidents in the home. Management staff are monitoring records that staff are completing and addressing any issues arising from this.
- 7) The falls policy now forms part of the Staff member's supervision which is recorded. This is to clarify the member of staff understands their role and responsibility and what is expected when a service user has a fall. It will also be on the staff meeting agenda as a lessons learnt.

Yours faithfully

[REDACTED]

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