

Coxbench Hall Residential Home

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Ms. A. Crawford, Assistant Coroner,
Coroner's Court,
St. Katherine's House,
St. Mary's Wharf,
Mansfield Road,
Derby. DE1 3TQ

Delivered by hand

30th January 2018

Dear Ms. Crawford,

Kenneth Granville Cottam deceased – Reg. 28 Report

We are writing in response to the Matters of Concern which are as follows, and to reassure the Coroner's Court that we, as a matter of course, do all that we can for our Residents in the subject of falling.

- (1) The Court was not reassured that there are clear and robust policies and procedures in place in relation to falls risk assessment and management.
- (2) The Court was not reassured that staff had a sufficient understanding of the falls policies and procedures in place to enable them to implement them consistently and appropriately.

You have in your possession some documentation that I delivered to your office the day after the Inquest, i.e. on 8th November 2017, being documents that we had had with us at the Inquest but which were not brought to your attention at the time. That documentation included the items listed on the attached 'Taking to Inquest re Mr. Cottam – 07/11/2017'¹.

We now enclose the following:

Falls Policies².

All staff sign a 'Policy Checklist' form once when they join the Company to prove that they have been shown the Policies and where they are kept, and then sign again annually, and they are encouraged to re-read the Policies and Procedures as often as possible.

Continued overleaf ...

¹ List of documents taken to Coroner's Office on 07/11/2017

² Falls Policy and Accident Reporting Policy



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When there is an accident or incident, the staff who is 'first on the scene' completes an accident report form. This gets sent to the Office Manager, who checks that the General Manager has seen it – indicated by the General Manager's signature on the form (obviously if she hasn't, the form is sent to her). The Office Manager checks whether it is a matter that needs further investigation, or whether the matter has been dealt with and the Resident is all right so that the form can be filed. The General Manager also does this, but also ensures that the fall, if it was a fall, is noted on the Falls Audit form³ and all other procedures have been attended to; i.e. the following procedures which are carried out by Carers and Senior Carers:

She will check the Daily Care Report entries by the care staff.

She will check that a Body Map has been done. Body Mapping Policy attached⁴.

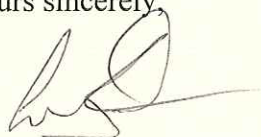
She will check that there is a Falls Diary and Incident Analysis form⁵ in the Resident's Support Plan (perhaps this is a first incident and there wasn't one previously).

Staff know that for each fall, the following forms must be completed, so the General Manager will also check that these have been done: Falls Risk Assessment Tool⁶; Falls Risk Assessment Screening Tool⁷; Falls Checklist – Environmental Factors⁸.

Following Policy, a 'Risk Assessment for when there is a high risk of falls' form⁹ is commenced on the occasion of a second fall. There are two versions of this risk assessment as some Residents prefer that their falls mat is plugged in only at night for example, so the alternative risk assessment is then used.

We hope that the above answers the Regulation 28. We should be very grateful if you would please let us know if it does not.

Yours sincerely,




Office Manager
For and on behalf of Coxbench Hall Ltd.

³ Falls Audit form – [blank example]

⁴ Body Mapping Policy

⁵ Falls Diary and Incident Analysis form

⁶ Falls Risk Assessment Tool

⁷ Falls Risk Assessment Screening Tool

⁸ Falls Checklist – Environmental Factors

⁹ Risk Assessment for when there is a high risk of falls x2