

Oliver Longstaff  
HM Assistant Coroner  
County Durham & Darlington

14<sup>th</sup> June 2018

Regulation 28 Report Response re Stanley Langdon and Haven Day Centre

Following the accident involving Mr Stanley Langdon and prior to the Coroner's inquest taking place, the Haven received a visit and inspection of current practices regarding admission of new clients and associated protocols from County Durham Commissioning team.

A report was received, and ALL suggested improvements were made as the documents attached confirm ref SCAN20170623, this was in place prior to the inquest date.

The changes included:

1. Obtaining signatures from service users/representatives on all service user risk assessments.
2. Complaints policies response timescales reviewed and amended
3. Unification of all transport policy documents into a single policy
4. All training records included within a summary document
5. Review of staff training on risk assessment regarding service users
6. Review and refresher on staff Health & Safety training
7. Review and refresher on Moving and Handling for all staff
8. Increase of number of staff supervisions per annum from 3 to 4
9. Introduction of a revised home assessment document for completion prior to new placements
10. Change of policy regarding accepting new placements unless all relevant documentation is in place
11. Review of all existing and new placements regarding provision of a suitable care plan with regard to the method of accessing mini bus via steps or tail lift
12. Logging of all incidents relating to client behaviour to identify frequency and trends and any required modification to ongoing care plan,

A copy of the documents referred to is attached as SCAN20170623.

I trust that this meets with your approval.

  
Chairperson

On behalf of The Haven Day Centre

Burnhope