

[REDACTED] Your ref:

Date: 1st Oct 2018

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**STRICTLY PRIVATE AND CONFIDENTIAL**

Heather Williams QC

Assistant Coroner

Inner North London Poplar Coroner's Court

127 Poplar High Street

Tower Hamlets

London

E14 0AE

Dear Madam Coroner

**RE: Response to Regulation 28 Report to Prevent Future Deaths  
Inquest touching upon the death of William Lugg**

We act on behalf of Careworld London Ltd in relation your report to prevent future deaths, dated 25<sup>th</sup> June 2018. The report was sent to both [REDACTED] Director of Careworld London Ltd and [REDACTED] [REDACTED] Head of Service at Careworld London Ltd. This response is provided on behalf of Careworld London Ltd, including [REDACTED]

Further to your report, it is noted that 6 matters of concern have been identified:

1. Tower Hamlet's Failed Visits Procedure was poorly understood and not followed by Careworld staff, in particular (though not limited to): (a) the appropriate means of alerting Tower Hamlets to failed care visits that occurred during a weekend; and (b) use of the Tower Hamlets' pro forma Failed Visit Record;
2. Careworld's own Failed Visits Procedure does not mirror or reflect aspects of Tower Hamlet's prescribed procedure;
3. Vital information regarding the identity of and contact details for the only other keyholder to the premises in this instance was not clearly recorded by either Tower Hamlets or Careworld;
4. No adequate record of calls from a carer to the Careworld Care Co-ordinator regarding failed visits was made, leading, in turn, to inaccurate information regarding the client's welfare being disseminated to Tower Hamlets by another member of Careworld staff;
5. Neither Tower Hamlets or Careworld's Failed Visits policy gives any / any sufficient prominence to the possibility of involving the police if other attempts to confirm the individual's welfare following a failed visit have proved unsuccessful;

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6. The absence of a clear / clearly understood system for the Adult Social Care Team to use on a Monday morning for assessing and deciding the priority of referrals from the Out of hours service made over the weekend (and for recording this decision-making).

We respectfully submit that the matters of concern so identified have been addressed in the following ways:

- (i) Careworld London has designed and implemented a new Action Plan, a copy of which is appended to this letter as Appendix A.
- (ii) The Failed Visits policy itself has been updated - a copy is at Appendix B - and all Careworld London staff (both office staff and care workers) have been re-trained in respect of the content of the revised policy and in respect of the fundamental principles involved in safeguarding adults. All such training was completed by 3 August 2018.
- (iii) Appended to this letter as Appendix C is a copy of the written module that formed the basis for the training. It will be seen that the key objectives of the training were to ensure that all staff are in a position to recognise their responsibility for the safety and security of all service users, to ensure that there are clear escalation procedures in place for those occasions when “no reply” is obtained, and to ensure that effective mechanisms for communication within and between all relevant agencies are in place to address and resolve “no reply” incidents.
- (iv) We are confident that these steps effectively address the concern expressed as Matter of Concern 1 above, namely the poor understanding and adherence to the Failed Visits policy by Careworld London staff;
- (v) The revisions to the Careworld London “Failed Visits” policy and procedures are specifically designed to ensure that they do now “mirror and /or reflect” the policies and procedures followed by the relevant local authorities with whom we work (See Matter of Concern 2 – above). It is recognised that a disjoint between differently designed policies operated by different agencies had created potential for difficulties in the past. Careworld London no longer works with Tower Hamlets but does provide services to the Hackney Children, Adults and Community Health Department. There has been liaison between Careworld London and Hackney and we attach by way of evidence (at Appendix D ) a letter dated 9 August 2018, demonstrating the manner in which information on policy is now exchanged with a view to ensuring that procedures and practices operate together effectively.
- (vi) Concern about the recording of “vital information regarding the identity of and contact details for the other keyholders to the premises” (Matter of Concern 3 – above) has

been addressed. It will be seen from the Action Plan that such details in respect of all 664 service users have now been updated. Dedicated scheduling software has now been put in place to ensure that such information is accurately recorded, up-to-date and accessible to all those who have need of it. Without wishing to descend into too great particularity, we append to this letter as Appendix E screenshots from the software used, that we hope give an indication of the way in which such records are now maintained;

- (vii) Concern relating to the “inadequate recording of calls from carers” (Matter of Concern 4 – above) has been addressed. It will be noted from the Failed Visits policy that if Para 3 of the policy becomes applicable, the relevant carer is required to immediately contact office staff for advice and direction. Pursuant to Para 4, office staff are then required to contact, in this order (a) the service user; (b) relatives (in particular any recorded key-holder); the warden or alarm control; (d) the Emergency Duty Team. Further it will be noted from the Action Plan that office staff are required to record and keep note of all such communications;
  
- (viii) Concern relating to “insufficient prominence of the possibility of involving police” (Matter of Concern 5 - above) has been addressed. It will be noted from the Failed Visits policy that if Para 6 becomes applicable, “office staff should contact the police *immediately* and both office and care staff should wait at the premises until the police arrive and gain access”.

If you have any continuing concerns, we of course remain more than willing to consider and address them.

Please acknowledge safe receipt.

Yours faithfully

**Stephensons Solicitors LLP**