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Date 04.02.2019

Regulation 28 Report to Prevent Future Deaths

RE: Ruth Gregory

Dear Ms Mutch

Thank you for your correspondence of the 11th January following the death of Ruth Gregory.

Following the Inquest, I have taken on board your comments regarding the communal areas being left unattended.

The fall happened in 2014 and at that time the staffing levels were considerably lower than they are today.

This time last year January 2018 we increased the staffing levels in all our homes due to the dependency of the residents we are caring for.

There are now 8 staff on shift 8am – 8pm including a deputy manager and senior carer. Monday to Friday there is also a Manager and an administrator. Seven days per week there are also housekeeping staff and catering staff.

At night there are now 4 staff on duty including a senior carer, where there only used to be 3 staff.

Whilst there may be occasions when the communal areas are unattended for short periods this has been significantly reduced by the increase in staffing levels.

All residents have an individual risk assessment, and this would state if they were unable to be left unattended. As the majority of residents who live in Reinbek have capacity they would be able to use the nurse call system to contact the staff if they required any assistance.

During busy times of the day or when care staff are assisting residents with personal care the deputy manager and the senior carer are around the communal areas administering medication or completing support plans.

I hope that with the additional staffing hours that have been put into place since the fall and the addition of a deputy manager on shift every day, you can be rest assured that the communal areas are safe for our residents.

Please do not hesitate to contact me if you need any further information.

Yours Faithfully




Head of Care



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