

AR1 HOMECARE LTD



H.M.C. JS
- 2 JUL 2019
STOKE-ON-TRENT AND
NORTH STAFFORDSHIRE

AR1 Homecare
91 St Johns Road
Biddulph
Stoke On Trent
ST8 6LL
Telephone 01782 518229
20.03.2018

Dear Ms Jones

In response to your report regarding the late Mr Peter Moran I am informing you of the action taken by AR1 Homecare, I am not going to say there is no proposed action as it does not pay to be complacent, so we carry out regular reviews on each client as it is a continual learning process when dealing with people.

My concern which I felt had to be introduced was observation and awareness, the fact that no one throughout the day had picked up on the eye level grill in a small kitchen was on, the kettle is situated on the worktop right next to the cooker and everyone who had visited that day and made a cup of tea had not noticed or felt the heat coming from the eye level grill.

I have attached photocopies of our procedures in which we deal with H & Safety in our client's homes.

Document 1: This is a Generic Risk Assessment we take when we visit any potential clients, the assessor will go through this, I would like to draw your attention to page 4 where we have added that under no circumstances do we remove any knobs from appliances, and recommend the request of a Fire Officer to visit

Document 2: Is a Risk Assessment Analysis / Action we use for electric and any gas appliances

Document 3: Is the training we provide to every member of staff, (a) Is a book on Fire Awareness in which staff have to read and fill in a questionnaire – This is provided by CQM Learning, (b) Is a DVD which explains the reason and causes of fires and how easily it can happen- This is provided by Mulberry House.

Document 4: Is an example Risk Assessment which we use for staff induction/ training in which we highlight areas of concern (see page 4)

AR1 Homecare have also signed up with a Company called Atlas/ Citation who offer Risk Assessments, online Fire Training and 24/7 advise on all aspects of Health & Safety. (Document 5)

Company Registered and Postal Address:

AR1 Homecare, 91 St Johns Road, Biddulph, Stoke on Trent, ST8 6LL. Tele: 01782 518229

Company Reg No.: 8569315

CQC Registration 04/08/2013

It is important to us that we carry out regular reviews on each client and staff are fully aware of procedures and empowering them to be aware of any risks within their working environment.

Once again, I reiterate that you cannot be complacent but please be assured that we will continue to take all the necessary measures to increase awareness in the safety of our clients.

Kind Regards

A handwritten signature in black ink that reads "I Merricks". The signature is written in a cursive style with a large initial 'I'.

Irene Merricks

Director

ARI Homecare