



Mr Graeme Irvine
HM Area Coroner, East London
Walthamstow Coroners Court
Queens Road
London E17 8QP

03 March 2021

Dear Graeme,

Prevention of Future Deaths: Ann Doris Stillwell

Thank you for your letter of 8 December 2020 concerning the death of Ann Doris Stillwell, which came to the attention of the Department on 8 January 2021. I am responding as Minister with responsibility for continuing healthcare and I am grateful for the additional time in which to do so.

Firstly, I would like to offer my sincere condolences to Mrs Stillwell's family. Ministers are committed to ensuring residents in care homes receive high quality and safe care. I am grateful that you have brought these matters in relation to Mrs Stillwell's death to my attention.

As you are aware, the Department for Health and Social Care is responsible for Continuing Healthcare policy and in 2018, published the revised *National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care*¹. The guidance sets out in paragraphs 165-180 where responsibility for care planning, commissioning services and case management lies. This includes that clinical commissioning groups (CCGs) should operate a person-centred approach to ensure a care package is tailored to meet the needs of the individual.

CCGs are responsible for the commissioning of 1:1 care within their local areas. I understand that Barking and Dagenham Havering, and Redbridge CCGs, have provided a joint response which sets out the actions taken to learn from the findings presented, following Mrs Stillwell's death.

This action includes a requirement for requests for 1:1 care to be sent to the Head of Service and a senior nurse assessor who will provide a response to the request within two hours. The CCGs' response also sets out further steps to escalate requests to appropriate clinician level staff, where required.

The Department has considered the concerns raised in your report and in this instance, we do not consider that a change in national policy is required. However, Departmental officials will work with NHS England, which is responsible for providing assurance on the actions of CCGs, to consider the specific circumstances of this case and whether further regional monitoring may be required.

I hope this response is helpful.

A handwritten signature in blue ink, appearing to read 'Helen Whately'. The signature is fluid and cursive, with a large loop at the end.

HELEN WHATELY