

Hello

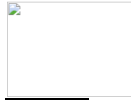
Re: AC Reference: [REDACTED]

Since this lady death, as a company we have reviewed a number of processes, including:

- o Staff record keeping. They have since had record keeping training.
- o The process of ensuring staff know and understand policies has changed
- o Flash meetings include incidents that have occurred, and what is being followed up.
- o The current manager has record keeping and post falls information at the forefront of the day. This includes a folder titled Falls prevention project. It has relevant assessments, all equipment, care needs and checks (Carevision) along with falls policy, post falls tool
- Infra-red call points have been installed in 10 of the 15 rooms in use.
- The infra-red points allow people to have the call bell attached to the person, not to the wall. For those people who do mobilise independently and have capacity, but are at risk of falls; they can wear the call bell to summon help when required.
- Chair alarm calls have been ordered, this are similar to bed alarms that sound when someone stand up.

Please let me know if you have any other queries in relation to this, I am always happy to help.

Kind Regards,



[REDACTED]
Area Manager

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