

## Response of Premier Rescue Ambulance Service Ltd

to

### Regulation 18 Notice

This Response is sent in response to Regulation 18 Notice dated 28<sup>th</sup> May 2021 and is sent on behalf of Premier Rescue Ambulance Service Ltd.

1. In response to the concerns raised by the Coroner, Premier Rescue Ambulance Services Ltd., have made a decision that ALL members of staff, including drivers, are to have training in relation to CPR. As a consequence of this decision, [REDACTED] has attended the following courses:

- a) First Aid Assessors and Internal Quality Assurance CPD Training 31<sup>st</sup> January 2020
- b) level 3 Award in Education and Training – 10<sup>th</sup> February 2020
- c) Cardiopulmonary Resuscitation and Automated External Defibrillation – 29<sup>th</sup> January 2020
- d) First Aid at Work Instructor – 31<sup>st</sup> January 2020
- e) First Aid at Work – 31<sup>st</sup> January 2020
- f) Immediate Management of Anaphylaxis Instructor – 30<sup>th</sup> January 2020
- g) Oxygen Therapy Administration – 30<sup>th</sup> January 2020
- h) Oxygen Therapy Administration Instructor – 30<sup>th</sup> January 2020
- i) Defibrillation Instructor – 29<sup>th</sup> January 2020

Certificates attached

As a consequence of the training, [REDACTED] is now authorised to train others within Premier Rescue Ambulance Services Ltd.

2. As a consequence of the training, 12 staff have received internal training and the 8 remaining staff hold valid external certificates. Upon expiry of those external certificates, internal training will be provided.

A copy of the relevant Training Manual is attached.

3. In the current case Premier Rescue Ambulance Service Ltd., accept that only one member of staff had been fully trained in basic life support. The above courses and training seeks to address that deficit. The intention is that in future ALL members of staff conveying patients will have received basic life support training, including drivers of the vehicles. The course will cover recognition of cardiac arrest and recognising distress in patients.
4. Premier Rescue Ambulance Service Ltd., merely observe that the request to transfer Peggy Copeman was received late in the afternoon of the 15<sup>th</sup> December with a request to transfer her on the morning of the 16<sup>th</sup> December. Accepting instructions such as this in such a short timeframe has been identified by the Company as a weakness in procedures which led to two untrained staff accompanying one trained member of staff.
5. The Company regret their initial investigation did not highlight [REDACTED] or [REDACTED] as not having CPR training. They have now revised their internal investigation procedure and they are now investigating the possibility of a qualified independent assessor carrying out such a role in the future should the need arise. In the meantime, any internal investigation pending such an appointment will be carried out by

██████████ who is a State Registered Nurse and has undergone full training by NUCO as set out previously. The changes to internal investigation are to be implemented immediately.

6. In the meantime, the Care Quality Commission have served a Suspension Notice upon Premier Rescue Ambulance Service Ltd., putting a halt to conveyance of any patient until at least the end of July.
7. Premier Rescue Ambulance Service Ltd., have now implemented a Policy that they are no longer prepared to accept for transport, patients who are not awake and responsive at the commencement of the journey. This is so they can actually assess any changes in their behaviour on the journey. They will also require a signed document from a qualified Medical Practitioner confirming a patient's fitness to travel and also require a detailed list of medications patients are receiving so as to enable them to carry out a risk assessment as to whether it is appropriate for those patients to be transferred by Premier Rescue Ambulance Service Ltd. The detailed list of medications will be reviewed by ██████████ and ██████████. Those Policies have been implemented immediately.

Signed:



Dated:

18/06/2021

