

Ref: LS/JLS/R28
Date: 24th July 2020

Dr N Shaw
Assistant Coroner for Cumbria
Fairfield
Station Road
Cockermouth
CA13 9PT

hmc coroner@cumbria.gov.uk

Dear Dr Shaw

**RE: Allan Arthur Watt Deceased
Inquest Date - Thursday 28 May 2020**

Further to your Regulation 28 letter of 3 June 2020 following the above inquest, I can confirm we have put in place a detailed action plan outlining the additional actions we plan to take to reduce the risk of a similar incident occurring and therefore improving the standards of care for our patients.

Enclosed is the Action Plan that has been developed following Mr Watt's inquest which I believe provides the assurance you have requested to prevent future deaths. The Action Plan addresses all three of the concerns raised in your Regulation 28 report and has identified responsible personnel with a timeframe for completion; together with an update on the progress of the relevant action as of the date of this response.

The following documents have been produced to support the Action Plan so far:

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| 1. a. Web V Project Plan | (Action 1) |
| b. Web V Clinical Risk Management Plan | (Action 1) |
| c. Web V Report to Clinical Management Group 08.07.20 | (Action 1) |
| d. Web V Report to Clinical Management Group 22.07.20 | (Action 1) |
| e. Approved Business Case for SDEC (June 2020) | (Action 2) |
| f. Consultant in Charge Standard Operating Procedure DRAFT | (Action 4) |
| g. Senior Clinical Review Pro-forma | (Action 4) |
| h. Bed Stock & Bed Escalation paper | (Action 5) |
| i. Escalation Request Pro-forma DRAFT | (Action 5) |
| j. ED Operational Policy DRAFT | (Action 6) |
| k. North Cumbria 9 Principles | (Action 7) |
| l. North Cumbria 9 Poster | (Action 7) |

Should you require access to the documentation referred to above, these can be made available on request.

The actions within the plan are rag-rated and will be monitored for compliance and achievement within the weekly Departmental Governance Meeting and monthly within the Care Group Governance meeting. Once the action plan is complete, it will return to the Care Group Governance Meeting for final sign off with a sustainability check 6 months later to provide assurance processes are embedded.

Finally I would like to thank you for highlighting your concerns and hope the enclosed documents provide the assurance of the seriousness with which the Trust has taken our commitment to continuing to improve patient safety and experience.

Should you have the need for further detail or clarity, please contact my office where I will be happy to assist you.

Yours sincerely

A large black rectangular redaction box covering the signature area.
Chief Executive

Cc – Trust Inspection Manager – Care Quality Commission