

**Response to Regulation 28 report arising out of the inquest regarding Mr Boardman  
(died 27.12.2019) on behalf of the London Borough of Tower Hamlets**

**The matters of concern raised which LBTH are to respond to is (4):-**

**The responsiveness of the care provider commissioned by LBTH to escalate the fact that they had been unable to reach Mr Boardman for his first three care visits**

Three Sisters Care not informing the LA that they had been unable to provide care to MB as arranged.

The Failed Visits policy requires all commissioned domiciliary care providers to inform the local authority speedily of all occasions when the provider is unable to provide care as arranged because the provider does not seem to be at home or does not admit them. Commissioned providers are routinely reminded of the Failed Visits policy at quarterly providers meetings and the importance of adhering to the policy will be reiterated to them at the next forum. The quality of service provided by Three Sisters Care is currently under review with the lead commissioner requiring targets on an improvement plan to be met. Failure to achieve the standards required may result in the provider being de-commissioned.

Sue Starkey House not informing the LA that MB did not arrive with them from hospital as expected.

The lead commissioner will speak to the provider and remind them of the importance of letting the emergency duty team know if a patient does not arrive as expected from hospital discharge.

London Borough of Tower Hamlets

12<sup>th</sup> October 2020