

29<sup>th</sup> July 2022

Dear Jason Pegg (Area Coroner)

### **Regulation 28 After inquest PROUDLOVE**

██████████ I am the Chief Executive Officer and Nominated Individual for Trinity Group which includes Berkeley Home Health.

I am writing, as requested to advise of the actions taken upon receiving regulation 28 report to prevent the risk of further deaths as identified in the report.

By way of relevant update, Berkeley Home Health is under new ownership and became part of the Trinity Group in October 2021 and we are aware of the historic incident under the stewardship of the previous owners when we purchased Berkeley Home Health.

The care services across the group pride themselves on Good and Outstanding ratings by the Care Quality Commission. Berkeley Southeast since the acquisition now has a new Registered Manager in place working alongside our Group Director of Care Services and Regional Care Director to support the delivery of care.

#### Group Services

Berkeley Southeast is now fully supported by our experienced group shared services which includes, Recruitment to recruit carers with the right skills with the ability to provide safe care. Our Compliance department supports with regular quality assurance checks and auditing to ensure we meet regulatory requirements and deliver high quality of care. We have an in-house training team that delivers our carer induction and care certificate training as our minimum standard. Each carer is assessed and signed off as competent and supported in the field before they can lone work. Refresher training takes place annually or sooner if the need arises to support our carers and ensure high level of quality care is provided to all our clients.

#### New System

To improve visibility of the activity taking place in the service, we have introduced a new digital care system (Access Care Planning) into Berkeley Southeast. The system allows carers to report information or concerns via an Alert in real time, this is monitored by our Care Managers and actioned upon receipt. Access Care Compliance allows any incidents and accidents to be logged and investigated, any high level concerns the system will automatically send an alert to our Group Director of Care Services and our Group Compliance Officer. Monthly Risk Committee meetings take place to discuss areas of improvement, lessons learnt, process, and policy changes as well as positive feedback and compliments.

### Carer Communication

Due to the nature of the concerns within the Regulation 28 all carers have been sent communications and guidance on when to call 999 in emergency situations and when to contact 111. Examples of these will be incorporated in our induction and refresher training and delivered by our in-house training team, who have been briefed on the incident to ensure the topic is trained and discussed to a point where all new starters are clear on the procedure. We have enhanced our spot check process and monitoring in the field will take place by our Field Care Supervisors and Care Managers to continue testing knowledge outside of a training room environment. An emergency and unexpected death of a client policy has been introduced to the care delivery team.

The Trinity Group is committed to ensuring the health and safety of employees and clients and by continuous improvement in our health and safety and environment standards. I hope you find our actions satisfactory; we strongly believe this is an isolated incident and we have taken relevant action.

Kind regards,

[Redacted signature]

[Redacted name]

**Chief Executive Officer | Trinity Homecare Group Ltd**

Direct: [Redacted phone number]

Email: [Redacted email address]