

Req 28

The Manor
Residential & Nursing Care Home



11th November 2013

Dear Coroner,

Ref Mrs Joan Mary Jones

On 1st October 2012 Mrs Jones passed away at the Manor Care Home in Leicester. After the death of Mrs Jones an inquest was held on 18th September 2013. The verdict was a narrative one, with directive for the home's manager to take further action to ensure clear lines of communication after and out of hours GP visit. Also the home was to contact the family to meet up and answer any outstanding questions they had.

On 19th September 2013 a memo was sent to all the unit leads to ensure that following any input from GP's and out of hours nurses, doctors the family must be contacted, that the communication sheet must be completed following any discussions, involvement with any health care professionals. That these communications sheets must be shared with any health care professionals and completed after each visit by health care professionals. These visits must be communicated to the family.

It was also agreed that the home's manager would meet up with the family to discuss any unanswered questions.

We have written to [REDACTED] on 20th September 2013 and 6th November 2013, second time recorded deliver to ensure receipt of the letter.

Since we have not had any response from [REDACTED] we have asked our independent care consultant, BKR Care Consultancy (BKRCC), to write and offer to arrange a meeting to discuss any questions with the family. BKRCC will be writing to [REDACTED] by 18 Nov 2013. This will be sent recorded delivery.

Yours sincerely

[REDACTED]
Manager

Cc: [REDACTED]

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20th September 2013

Dear [REDACTED],

RE: Late Mrs Jones

I write further to the coroner's inquest that was held on the 18th September 2013. I was made aware at the inquest that you had some concerns about the care that your mother Late Mrs. Jones received from the home, and would like to arrange a meeting so that we can discuss these and an internal investigation can commence.

Please contact me on the numbers below or my mobile [REDACTED] so that an appointment can be arranged at your convenience to discuss these concerns.

I will look forward to hearing from you soon.

Yours sincerely

[REDACTED]

Manager

*Revised 20/9/13 evening
resent water 6/11/13 RD*