

Abbey Dale House

"Caring beyond Excellence"

61 Prince's Drive
COLWYN BAY
Conwy Borough
LL29 8PW

Tel: (01492) 530955

Fax: (01492) 534311

Web: www.adhcare.co.uk

6th January, 2014

H.M. Coroner
H.M. Coroner's Office
County Hall
Wynnstay Road
RUTHIN
LL115 1YN

For the attention of Mr. John A Gittins
H.M. Coroner

Dear Sirs

Re: Inquest of Annie Ceinwen Jones - 25th September, 2013

I acknowledge receipt of your letter of 20th November, together with the Regulation 28 Report, and I enclose my response.

I trust that this is self-explanatory, but please do not hesitate in contacting me if you require any clarification.

Yours sincerely,

[Redacted Signature]

[Redacted Name]

Registered Manager/Proprietor
Abbey Dale House



Finalist
Care Entrepreneur
2002 & 2003

Proprietor: Mr. Clive Nadin



Coroners (Investigations) Regulation 28:
Report to Prevent Future Deaths

In response to the Report dated 20th November, in relation to Annie Ceinwen Jones.

I will respond to the four matters of concern highlighted in the report, and advise of actions taken where appropriate. There are some areas of the report which I feel need some clarification.

In the report in section 4, which states "...with extensive bruising sustained in a fall from a "stand aid" I wish to clarify that Mrs Jones did not suffer a "fall" as such, but slipped down the sling, which held her, and prevented her from falling to the floor. The sling which was used with the stand-aid has a strap across the chest area, which caused the bruising to her upper body, which was identified across her chest. Because of her medication, (prednisolone), this exacerbated her bruising, a common side-effect of this medication.

In section 5, your report stated that Mrs Jones had not been weight-bearing for over three years. I believe that there has been some misunderstanding about this term. Mrs Jones had not been able to walk since she had been with us (since 23rd June 2010), but she was able to partially weight-bear - sufficiently to transfer with a stand-aid.

Stand-aid hoists can be used on residents to provide a quick and safe transfer from any sitting to standing position, and vice versa. To be able to use a stand-aid, resident's should be **able to 'weight-bear' to a certain extent through their knees, and have sufficient upper body muscle strength/sitting balance.**

Mrs Jones was assessed to use the Pallas Stand-aid by [REDACTED] [REDACTED] a Registered General Nurse in March 2012, and she had successfully used this equipment ever since then when using the toilet. In fact, she had used this equipment to go from her chair to the wheelchair, and from her wheelchair onto the toilet immediately prior to this incident which resulted in the bruising, which occurred when she was coming off the toilet, to go back into her wheelchair.

Specific Matters of Concern

- 1 An inadequate assessment of the mobility of Mrs Jones.

Mrs Jones was assessed by [REDACTED] together with [REDACTED] in March, 2012.

We acknowledge that the paperwork accompanying the risk assessment was not as comprehensive or as legible as it could have been, and we have taken steps to overcome these issues.

Following this event, and to improve the provision of manual handling training within Abbey Dale House, I undertook a 4-day specialised Train-the-trainer course in February 2012, run by Edge Services, a national company that specialise in Manual Handling Training. This course also involved a risk assessment element to the course, to enable full manual handling and person handling risk assessments to be performed by myself.

- 2 The stand-aid was unsafe for use with Mrs Jones

Mrs Jones had successfully used this particular equipment since the original assessment in March 2012, and the manual handling plan was formally reviewed monthly. On each occasion that any resident is transferred with equipment, the staff have to assess their ability to follow instructions; and to also assess their physical capabilities, which can vary from day-to-day, and even from hour-to-hour.

On this particular day, Mrs Jones had transferred twice using the stand-aid before the incident that caused the bruising. On this occasion, for some unknown reason, Mrs Jones became agitated and released her grip on the stand-aid, resulting in her sliding slightly downwards until held by the strap across her chest.

- 3 Not all staff were aware of the limitations of Mrs Jones with regard to her mobility.

In order to overcome any communication issues with regards to manual-handling changes, and to provide a point of reference for all staff (including new/agency staff), an updated document has been created to provide a snapshot of each resident's needs, which includes a summary person handling plan, which is readily available to all care staff.

- 4 Not all staff were able to operate the stand-aid safely.

All of our staff are trained in the use of the manual handling equipment available within the home, however, this may not always be fully and comprehensibly documented.

In order to improve this, Abbey Dale House has adopted the All-Wales Manual Handling Passport, which is an intensive manual-handling training programme and includes person handling modules.

The improved documentation will include sections for staff and assessor to sign off that they are competent using each piece of manual handling equipment.

I believe that the actions that we took immediately after this unfortunate incident with Mrs Jones, and the subsequent improvements to the manual handling operations within the care home, through improved training and documentation, will reduce the likelihood of further incidents of this nature, and subsequently improve the wellbeing and dignity of our residents.


Registered Manager / Proprietor
Abbey Dale House