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Mrs L C Brown
Assistant Coroner
Leicester City & South Leicestershire
HM CORONERS OFFICE
The Town Hall
Town Hall Square
Leicester
LE1 9BG

26th August 2014

Dear Mrs Brown

Re: Christopher John ROYAL

Following the completion of the investigation and inquest in respect of the death of Mr C J ROYAL and upon receipt of your regulation 28 report, as required, we submit our response to address the matters of concern which were raised.

We enclose our response on the accompanying pages.

Yours sincerely

[REDACTED]
Director

Barons Park Care is the trading name of Barons Park Nursing Home Ltd. Company Registration No: 2874226



Nursing Home



The Lakes



Connexions

Regulation 28: Response to report;

Re: Mr C J ROYAL

1. We take note of the report in respect of the unreliable and inaccurate recordings which were made for 15 minute observation requirements.

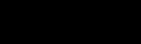
In response to this we have;

- a) Reviewed our observation policy in line with matters highlighted (see appendix A, completed 1st August 2014).
 - b) Issued policy to nursing staff (August 2014)
 - c) Created a new record sheet for nursing staff to complete at the commencement and conclusion of shift. The sheet clearly identifies who is responsible for carrying out certain requirements and it places an onus on the nursing staff to review the sheet and the observation requirements (paperwork) at timely intervals (see appendix B, implemented 1st August 2014).
 - d) Completion of observation sheets and allocation sheets are being monitored by our General Manager for audit purposes and to ensure that the new regime is being implemented in an accurate and effective manner. This is an ongoing process.
2. We take note of the report and evidence that Matron's First Aid Certificate had expired at the time of the event;

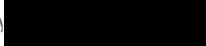
In response to this we have;

- a) After the death of Mr Royal in January 2013, and upon finding at this time that Matron's first aid training had lapsed, we immediately reviewed our training system and the implementation of such, and developed our skills matrix to highlight an overview of staff training. Since February 2013, we have developed a more robust training matrix which focuses on some of the key training of staff within a nursing environment. The matrix enclosed (appendix C), shows our progress to date and shows that the majority of our nursing and care staff have (during the past 18 months), undertaken training in many mandatory courses. This is an ongoing process and we enclose (appendix D) a copy of our training plan which shows our program for this year. We will continue to monitor staff training records. As part of this development, we now also allocate staff to attend sessions as opposed to our previous process of "open attendance requirements". We have also added a clause to employment contracts which makes a requirement to keep training "in-date" and allows us to take further action if this is not the case.
- b) We are now ensuring that all nursing/care staff receive training in key areas. To monitor the effectiveness of this, we will be reviewing training sessions with staff to find out how effective the session has been and to find out if there are any remaining shortcomings. From our findings, we can arrange further training if needed, source an alternative provider or continue to implement if well received. We are commencing this program of monitoring and review with effect from 1st September 2014.

3. We continue to offer extensive training to all staff (as per our training plan), whilst the completed training of staff is closely monitored through our skills matrix.
4. Effectiveness of training is to be monitored by evaluation and feedback from course participants.
5. Working hours of staff will be monitored to ensure that arrangements benefit our residents as opposed to the requirements of staff members.



Director

Response and accompanying documents produced by  Directors of Barons Park Nursing Home Ltd.

