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Your Ref: 

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Dear Dr Earland

**Re: Polly Carpenter - Regulation 28 Report to Prevent Future Deaths**

Thank you for your letter of 5 January 2015 in which you identified a residual concern in relation to the storage of observation documentation and whether they are uploaded to the RiO records.

I have sought clarification from the service and I have detailed below further information which I trust will provide the required assurance.

- Level 1 and 2 (intermittent) observation forms (hard paper forms) are stored for two years, along with the allocation charts and the shift planners. They are only uploaded if an incident occurs during the period of observation. Therefore in the future should we need access to the observation chart records this will be able to be achieved. In the case of Polly, with the new policy in place the observation charts for the previous 24 hours would have been uploaded and all observation charts for the duration of her stay would have been stored.
- Level 3 and 4 (constant) observation levels are entered straight on to the RiO progress notes at the end of every period of allocation.
- Revised documentation has been developed and is being implemented which includes room on the form for comments; there are guidelines on what we would expect to see written on these forms. From this the registered nurse on every shift would review the completed forms and provide an update on RiO in the progress notes. Again guidance will be issued as to what we would expect to see written.

The changes to the Supportive observation and engagement policy have been developed with the nursing staff to make them as practical and safe as possible and to ensure that staff time is spent engaging with the patients. There is local training and supervision in place to support the implementation of these changes.

I hope that this additional information described demonstrates our commitment to the learning we have undertaken. If you require any further information please do not hesitate to contact me.

Yours sincerely

  
Melanie Walker  
Chief Executive