



We care 24 hours a day

Patricia Harding
Maidstone
Archbishops Place
Mill Street
Maidstone
Kent

26/02/2015

Dear Madam,

Re: Response to the inquest touching on the death of George Marks.

We are writing in response to your letter dated 17 February 2015, we initially responded to you detailing the measurements that would be implemented in order to prevent a case such as this ever arising again. We have included a copy of the original letter that had been sent detailing those measurements, due to the initial timeframe in which we had to adopt these new processes they were initially designed. However, I am pleased to say that after three months these measures has been implemented and nurses are now reminded of their basic duties outlined by the NMC guidelines.

Please see below a brief outline of the measurements that have now been implemented since the initial letter dated 24 November 2014, which detailed our proposal for change:

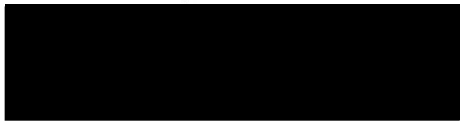
- A generic SMS has been sent to all staff detailing the importance of documentation, escalation, administration of medication and compassion. This is done once a month to remind all staff of their basic duties.
- All consultants that liaise with staff are now trained to remind the nurses of their basic duties before undertaking a shift and this has now been enforced amongst existing consultants as well as being incorporated in to the training of new recruits.
- Feedback forms have been created and are distributed to clients on a regular basis, requesting for clinical work to be monitored and checked in accordance with the NMC guidelines.
- Formal letters sent to all staff, detailing the importance of documentation, escalation, administration of medication and compassion. This is currently being done every quarter.



- Updated our yearly training program in regards to documentation, escalation, administration of medication and compassion, which is outside of the framework requirements for the Mandatory Training subjects

We must state that our proposed changes and have been running for past three months and they now feature permanently in Mayday Healthcare PLC's working practises. If you have any further questions or concerns please do not hesitate to contact me.

Yours Sincerely



Managers

Mayday Healthcare PLC

