

Ms Jacqueline Lake  
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Your ref:

Date: 26 May 2015

Ask for:

My ref: HB/JB/C03-0415

Tel:

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Dear Ms Lake

**Response on behalf of Norfolk County Council to Regulation 28 Report to Prevent Future Deaths dated 1st April 2015 regarding Christopher Watson**

- (1) There is no concern over the actions of ASC prior to the letter being sent to Mr Watson. The concern is over the contents of the letter to the effect that if the person does not require action then they are to ignore the letter and the file is then closed. No steps are taken to ensure that the person actually receives, opens and understands the letter or whatever they can read for instance.

I can confirm that action has been taken to ensure that practice across all Adult Social Services teams has been changed. An instruction has been issued to staff to ensure that the practice of sending a letter to individuals about whom concerns have been raised is ceased with immediate effect. In cases where the Department is unable to contact an individual by telephone, staff have been instructed to ensure that face-to-face contact is made with the person.

- (2) Mr Watson was clearly vulnerable from the description provided by the Police i.e. *'painfully thin, unwashed and dishevelled'*. Direct contact was not made with Mr Watson to ensure he understood help is available should he wish to take advantage of it. His capacity may have needed to have been assessed.

I can confirm that staff have been reminded to record all the steps they have taken to make contact with the person about whom concerns have been raised. At each attempt, the level of risk must be assessed and recorded. If the risk to the person is thought to be significant, staff have been instructed that an immediate home visit will be arranged. Even where the risk to the person is thought to be low, if the time taken to make contact extends to two days, the case must be escalated to a senior member of staff; either a Practice Consultant or Team Manager. The manager will

be required to make a timely and appropriate decision regarding the next course of action. For example, this may mean a welfare check or emergency visit. This advice has been re-issued to staff in the form of a best practice factsheet. It is also being formalised as a new Operational Instruction which will be completed shortly.

I trust this addresses your concerns.

Yours sincerely

  
**Executive Director of Adult Social Services**