

NANT Y GAER HALL



John Gittins
North Wales Coroner
Ruthin
LL15 1YN

Date: 27-10-15

Re: Regulation 28

Dear Mr John Gittins,

In order to fully comply with the regulation 28 we have addressed our alert system. This will alert all staff to changes in our residents' physical conditions and their behaviours. The new system is self-explanatory (please see copy's sent - initially a simple alert form is completed by whoever first identifies the concern; this is then evaluated by the qualified nurse in charge and is escalated by the nurse (please see copies sent). This process gives clear instruction throughout the alert process and will inevitably reduce risk and involve the wider disciplinary team immediately if necessary. This remains a work in progress and it will be evaluated and amended to what is working and what is not. All staff have undergone a training session and undergone a supervision on the changes. The new system of raising an alert is supported by posters placed around the building for family's and visitors to be aware of how we deal with concerns and alerts. (Incidents and accidents are also covered within the alert process and form part of the new policy).

I have put together the policy and alert/incident processes and have included flow charts for all staff, alert and incident forms, new handover sheets with 7 day follow up and a new alert poster. All staff have signed to say they have read and understood the policy and alert procedure. Two red alerts files have been developed for both sides of the home so that staff can easily report and follow up on all concerns.

Please contact me if you require any further information.

Yours sincerely,

Graham Allen
Responsible Individual
Nant-Y-Gaer Hall Ltd

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