

Mr A Wilson
Senior Coroner
Blackpool and Fylde Coroner's Office
Municipal Buildings
Corporation Street
Blackpool
FY1 1GB

11th December 2015

Re: Jean Gillispie – Regulation 28 Report

Dear Mr Wilson

I write in response to the Regulation 28 report received following the inquest for Jean Dorothy Gillispie. I can confirm the following actions have been taken to help prevent future deaths.

The Senior Care Assistants in the home have received further medication training & Competency assessments, Supervisions have been completed highlighting the importance of ordering, receiving and dispensing medications, following the inquest a further supervision has been completed to reinforce the polices and procedures of medication management.

The manager took sole responsibility for managing the medication at the time of the incident to ensure no residents ran out of their medication. The Home Manager completes medication audits to ensure any issues identified can be dealt with swiftly.

There are tools available to assist staff with concerns or medications/conditions they are not familiar with i.e. BNF book, external professionals and our internal Quality team. Each member of staff is accountable & responsible for their own actions and how they implement/use the tools & resources available to them.

Alexandra Court has a new manager who has introduced handover sheets and medication count down sheets; this will assist the staff to recognise any issues or shortfalls with medication stock control and using the handover sheets to document actions taken or needed will improve communication.

Yours Sincerely

A handwritten signature in cursive script, appearing to read 'Tracey Yates', with a small '??' to the left of the first few letters.

Tracey Yates



Maria Mallaband Care Group