

Care UK
Connaught House
850 The Crescent
Colchester Business Park
Colchester
Essex CO4 9QB


www.careuk.com

Chinyere Inyama
Senior Coroner
West London Coroner's Office
25 Bagleys Lane
Fulham
SW6 2QA

19 January 2016

Dear Ms Inyama

MARGARET O'BRIEN (DECEASED)

I write on behalf of Care UK, Residential Care Services (RCS) in relation to the death of Mrs Margaret O'Brien and the Regulation 28 notification 'Report To Prevent Future Deaths' issued by you on the 11 December 2015.

May I start by saying, on behalf of Care UK, RCS, that we are extremely sorry if any action or inaction on the part of people employed contributed to the less than satisfactory care and support for a person living within our care.

We note your decision in relation to Mrs O'Brien's care and specifically your comments:

'During the course of the Inquest the evidence revealed matters giving rise to concerns. In my opinion there is a risk that future deaths will occur unless action is taken. In the circumstance it is my statutory duty to report to you. The **Matters of Concern** are as follows:- 'There appeared to be an absence of specific, prescribed training of staff on how to carry out and record observations of residents'.

Since the death of Mrs O'Brien Care UK, RCS has reviewed its internal policy on the observation of residents and revised the guidance provided to colleagues working with residents/patients in our care.

The revised policy 'Observations of Residents' makes clear under section 7 of the document that the Home Manager is responsible for ensuring staff are aware of this policy document and the guidance in respect of observational practice, frequency of observation, level of interaction, record-keeping and actions in respect of any deviation from the policy guidance.

The Care UK, RCS Learning & Development function is also looking to create a competency based assessment, which care and nursing colleagues would complete during their induction to the company. This will be aligned to the policy and guidance provided around observation of residents/patients in our care.

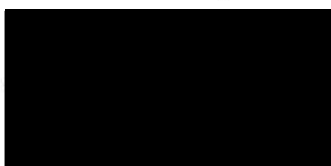
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This assessment would test employee's knowledge and awareness of the 'Observation of Residents' policy, the recommended frequency of a standard observation, documenting any deviation from the standard observation frequency, the impact of the Mental Capacity Act and consideration of Deprivation of Liberties safeguards and record-keeping in respect of evidencing observational practice.

I trust that you will accept that the actions taken in revising our observation policy and the proposal to introduce a competency based assessment, for completion at induction, meet your directions in relation to improving our service and specifically in the carrying out and recording of observations.

It is anticipated that the new competency assessment will be available as part of our induction process by the end of March 2016.

Yours sincerely

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Assistant Director of Care Quality and Governance, Care UK Residential Care Services,
Connaught House, 850 The Crescent, Colchester, Essex CO49QB