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Central Office  
Pepper House  
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CW5 5DQ

27 April 2016

H M Coroner's Court  
Paderborn House  
Howell Croft North  
Bolton  
BL1 1QY

  
  
[www.belong.org.uk](http://www.belong.org.uk)

Dear Ms Lomax

I acknowledge receipt of your letter dated 21 April 2016 and the Regulation 28 Report to prevent future deaths.

The report confirms that the conclusion of the inquest was that the cause of death of Mary Walker who resided in Belong Wigan, was natural causes namely bronchopneumonia.

I note the Coroner's matters of concerns and would like to provide my response:

1. At the inquest there was no specific evidence about what was revealed during the night checks. The global summary stated the times of the checks but there was no information about the resident's condition during the checks.

I have noted that the report provided a general summary of the resident's condition during the night and therefore it was difficult to determine the exact time of her deterioration. This was a breach of the organisation's 'Safe Management of records' procedure.

Actions taken:

- Refresher training has been provided by the management team to all staff in Belong Wigan, on the 'Safe management of records' policy and procedures with an emphasis on the importance of accurate recording of progress against dates and times.
- Meetings have been held with all senior staff to identify the uses of an approved audit tool to ensure sure safe and correct procedures are being followed.
- Nurses are required to follow policy and procedure and will record any professional advice and direction provided within the customers' individual records.

2. During the inquest we failed to provide you with clarity about the procedures that are used by Support Workers to escalate health concerns.

Actions taken:

- All Support Workers have been reminded of the correct procedures to follow and how to seek advice from outside professionals for non-nursing customers in their care, when they need to escalate health concerns. This is incorporated into the care practice training for all staff, to include staff induction, supervision, life plan review and audit.

I trust that my response will provide you with the reassurance that we have reviewed and communicated our procedures following the Coroner's concerns over the death of Mary Walker, and therefore improved the safety of our practice.

Yours sincerely



  
**Operations Director**  
**Belong**