

28 APR 2017



The Queen Elizabeth
Hospital King's Lynn
NHS Foundation Trust

24 April 2017

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Dear Ms Blake

The Regulation 28 report dated 16 March 2017 – Concerning the late Mr James Mallett

I write in my capacity as Interim Director of Nursing to respond formally to the Regulation 28 Report. I would like to assure you that the matter of in-patient falls within the organisation is taken very seriously and considered regularly at Board level, and by the Non-executive Directors and Governors. We have an ongoing plan in relation to falls and falls risk in all relevant areas of the Trust and did so at the time of this sad incident involving Mr Mallett but wish to advise that this plan is subject to upgrading, modification and re-appraisal at regular intervals and also at any time when an incident like this prompts a re-look. [REDACTED] commenced in post as our new Medical Director this month and I have discussed this case with him to ensure learning from this event is shared with the medical teams.

A review of the RCA action plan for the fall in question has been undertaken. Further actions taken since this was presented to you at the hearing on 14 March by [REDACTED] include the following:

- A copy of the Regulation 28 notice has been given to each nurse on Windsor and the results of the RCA are being discussed at the ward meeting on 26th April 2017.
- A copy of the RCA and Regulation 28 notice has been shared with the senior nurses in A&E to discuss with their respective teams.
- A falls campaign was launched on 26th January 2017 and work is on-going with the sisters, charge nurses and matrons to ensure clinical staff are fully aware of the falls assessment process.
- Training is on-going on Windsor ward by the falls co-ordinator on the assessment of patients who may be at risk of falls and falls champions have been identified on the ward.
- Windsor ward piloted a newly devised bed rails assessment document in March 2017. This is to be completed every 24 hours and audits are planned to assess compliance at the end of April 2017 and the effectiveness of the tool prior to a Trust roll out.
- The falls intranet site has been set up with all the resources required to support the safe assessment of patients in relation to falls.
- The new policy for the assessment of patients that require increased observation was ratified in December 2016 and is now in place. This includes clear guidance of how to allocate 1:1 care.

In relation to the question regarding neurological observations:

- A training programme has been devised for Registered Nurses on the undertaking and interpretation of neurological observations. A pack and the slide presentation (teaching tools) has been shared with the teams in the Emergency division with Trust-wide training that commenced on 10th April 2017.
- All Registered Nurses in inpatient and access areas will be required to undertake this training programme with a test to demonstrate competence.
- The Trust has updated the mandatory training days to include clinical scenarios in relation to the care following a fall, and in future this will also be part of induction for new starters and returners (e.g. following maternity leave).

I hope that this provides you with the detail required, please do not hesitate to contact me if you require anything else. I would be delighted to meet with you if you would like to discuss any aspect of nursing care at the Trust.

Yours sincerely



Interim Director of Nursing