

September 14, 2017.

ACKNOWLEDGE:

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Dear Mr. Morris

RE: Joseph TARNOWSKI

In light of your recent Regulation 28 Report, you identified that we at Hillbrook Grange Residential Care Home could do more in respect of preventing future deaths. You gave rise to concern that there is a potential risk that future deaths will occur unless immediate action is taken.

I am happy to say that from this verdict and report we have taken prompt and responsive action by way of providing residents with call bells that are to be worn around their necks. This was immediately actioned following the registered manager's participation into the inquest. Consequently, the board of directors approved this recommendation and purchased the call bells without delay and the system was implemented within the week.

Ours service users are now fully equipped with their mobile call bells and we hope that we have dramatically reduced the risk of serious impediments that result from a resident who may fall.


We are greatly appreciative of the recommendations you have provided to us in your report. I believe this has made the environment for the residents at Hillbrook Grange a safe place. We the managers, board of directors and all the staff feel confident in consistently working hard to continuously make our home the best it can possibly be.

I hope the improvements we have undertaken succeeds to the entireness you required for the recommendations to Hillbrook Grange Residential Care Home.

Thank you.

Kind regards


Home Administrator


Nigel CRM