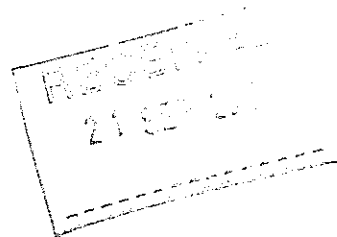


██████████ – **Registered Manager**

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0151 356 0426



**Mrs. Jean Harkin**

*Assistant Coroner*

Dear Mrs. Harkin:

I am writing in response to your request for Unique Care Services to provide details of actions and proposed actions taken regarding your concerns after the passing away of Maureen Ann Colclough.

We will always be open to new suggestions or information of how to continuously improve the training that we provide for all employees at Unique Care Services.

In response to your concerns I have provided details of actions we have already taken since the inquest took place as well as further steps that we have taken in an effort to prevent future deaths.

- All employees have been notified and almost ALL have undertaken a revised performance appraisal (regardless of any recent or up to date training) containing specific information and questions relating to recognizing an emergency situation as well as steps to take when finding an unresponsive service user.
- All new starters will be given the relevant information and must answer a series of questions and show a satisfactory level of competence and understanding in recognizing an emergency situation and responding accordingly. (Employees have always been given this information in the past in the form of a handbook and have been required to sign to confirm receipt)
- All employees of Unique Care Services have been made aware of that they MUST attend an extra Emergency First Aid training course on either of the dates provided and confirmed (*Tuesday 26<sup>th</sup> September & Tuesday 3<sup>rd</sup> October*)

I sincerely hope that the actions and extra measures that we have taken prove to be satisfactory for you report but please do not hesitate to get in further contact if there is anything else you require from myself or any other employees.

Please allow me to state that we as a company have ALWAYS provided the relevant training as well as promoting the options of many other training courses and qualifications even for developing skills unrelated to Domiciliary Care.

I state this in relation to the unchallenged evidence provided by [REDACTED] during the recent inquest. [REDACTED] stated that she had not been given the relevant first aid training. This is a statement that I must declare false but was unfortunately made out of our hands. We have since provided the Care Quality Commission with training records as well as qualification certificates as evidence. When asked why [REDACTED] had made such a statement, she stated that she had not understood the question answered while under oath. Unfortunately the matter remains unresolved as [REDACTED] has been on sickness leave for a number of months since suffering a stroke and has not yet returned to work.

*Sincerely*

[REDACTED] *Registered Manager*

A handwritten signature in black ink, appearing to be 'J. [REDACTED]', written over a horizontal line.