



*caring for life*

ROSEWOOD LODGE  
(Registered Retirement Home)

9 UPHILL ROAD NORTH,  
WESTON-SUPER-MARE,  
SOMERSET, BS23 4NE.

Telephone 01934 644266

4<sup>th</sup> February 2018

REGULATION 28: REPORT TO PREVENT FUTURE DEATHS (1)

FAO: Coroner; Dr S Fox

Dear Sir,

In response to your concerns raised at an inquest held on 11<sup>th</sup> December 2017, I respond as follows:

- I, [REDACTED] was employed from 8<sup>th</sup> May 2017 as Registered Manager and have made improvements to Rosewood Lodge highlighted following the incident which led to the inquest.
- The management team structure now consists of myself, Registered Manager, Deputy Manager and Head of Care.
- Care plans were completely overhauled and re-written by [REDACTED] (this was evidenced at our North Somerset Council inspection on 14<sup>th</sup> September 2017)
- In March 2017 we were inspected by North Somerset Council and rated as Amber, however following improvements implemented throughout the home, on 14<sup>th</sup> September 2017 we were rated as Green.
- Care plans are reviewed on a monthly basis or before if there are any changes, risk assessments are updated accordingly and support from medical professionals is raised immediately to ensure we are able to meet their needs at all times.
- Staff have received further training, and job descriptions outlining their responsibilities during a shift and the expectation of their duties to the residents.
- Head of Care, Deputy Manager and appointed Shift Leader will cover every shift to ensure continuity of care and high standards are maintained.
- Families are informed immediately when a GP, Occupational Therapist or any other medical professional has been contacted and they are updated with an outcome.
- From 31<sup>st</sup> January 2018, we have implemented a new computerised care plan software system, 'Person Centred Software' which allows care staff to update

more efficiently, flagging any incidents, accidents, mobility changes etc, ensuring that the care plans are up-to-date at all times as it is a live system. The system also allows reports to be printed off immediately ie: falls, mobility, nutrition etc to give a better overall indication of any decline in the residents needs.

- Consent has been received from residents and families for Rosewood Lodge to have CCTV installed in the communal areas to monitor their safety.
- Each resident who is high risk of falls or unsteady on their feet has a sensor mat in their rooms connected to their call bells to highlight the staff should they have a fall ensuring staff are able to contact the relevant medical support ie: GP, Ambulance etc.

Ongoing support is received from the Compliance Manager who visits on a monthly basis as well as the owner.

Rosewood Lodge is continuing to make changes to ensure the safety and wellbeing of the residents is maintained at all times.

Should you require any further information then please do not hesitate to contact me.

Yours faithfully



  
Registered Manager