

Best care by the best people

PRIVATE & CONFIDENTIAL
Ms Nadia Persaud
Senior Coroner
Walthamstow Coroners Court
Queens Road
Walthamstow
London E17 8QP

Chief Executive Office
West Wing
CEME Centre
Marsh Way, Rainham
Essex
RM13 8GQ

Tel: 0300 555 1298
Email: CEOOffice@nelft.nhs.uk

29 August 2019

Dear Ms Persaud,

Re: Response to the Regulation 28 Report

I refer to a Regulation 28 report dated 3rd July 2019.

The Trust is committed to continuously review its service for the purposes of improving quality of care and patient safety and I am grateful to you for bringing these issues to my attention.

The Trust has given and continues to give the most serious consideration to the concerns regarding the care provided to Mr Doyle, which were highlighted in the Regulation 28 report.

Please find enclosed the Trust's action plan to address the issues identified in the Regulation 28 report.

Yours sincerely,

[Redacted Signature]
Interim Chief Executive

Encl: Trust Action Plan

Office Ref:

NELFT Action Plan

Action Plan Title: Regulation 28 action plan occupational therapy training in relation to emergency telecare equipment Reference 9469		Start Date: 19/07/2019	
Action Plan Owner: Integrated Care Director		Priority: Low ☐ Medium ☐ High ☒	Service/Team: CHS Inpatients
Target Date:	Business Unit: Acute & Rehabilitation	Directorate: Acute & Rehabilitation	
Source: Complaints ☐ Clinical Audit ☐ External Inspection ☐ Internal Inspection ☐ Safeguarding ☐ Serious Incident ☐ Medicines Management ☐ Infection Control ☐ QPS ☐ H&S ☐ Serious Case Review ☐ Safety Thermometer ☐ External Inspection ☐ Dashboard ☐ Other ☒ Coroners Court			
Summary of the overall Action Plan: Coroners Court regulation 28 report to prevent future deaths – OT training in relation to telecare equipment, specifically pendant alarms			

Recommendation	Action no	Action	By Whom	By When	Progress/comments
<i>Key Theme/point: Coroners Court recommendations REF 9469</i>					
Staff awareness of the availability of the emergency alarm and the compatibility between the alarm system and the telephone systems within the home setting.	1	Patient safety alert distributed and an inpatient teaching session to emphasise on the following requirements: - Occupational therapists ordering pendant alarms must check whether a working land line phone or mobile phone is available before referring for a pendant alarm via local authority. - If a mobile phone is used, the occupational therapist must check if the mobile phone is compatible with the pendant alarm system issued in local authority where the patient resides.	Inpatient Lead	30/09/19	Patient Safety alert distributed to all service leads responsible for OT  Urgent Patient safety Alert - Pendant alarm Inpatient teaching session arranged for 27/8/2019  Telecare training .msg

* To check tick boxes, right click on box, select properties then tick check or unchecked.

		- If no land line or mobile phone available then there must be discussion with the patient /family for urgent arrangements to be made for access to a suitable phone to enable the request for a pendant alarm to go ahead. - If necessary the Occupational therapist must refer to the local authority for assistance in setting this up.			 Telecare presentation.pptx IRS presentation in the September OT meeting  OT meeting agenda 18.09.2019.docx Attendance lists for training will be updated post training sessions
Staff awareness of the ordering process for pendant alarms in each of the local authorities that the service accesses	2	Local authorities to be contacted to establish the process for requesting pendant alarms for patients residing within Barking & Dagenham, Havering and Redbridge boroughs. This is to include any specific training related to assessment and provision of the pendant alarms as well as different types of equipment System to be agreed with local authorities to alert of upgrades to equipment and/or processes associated with telecare and any related refresher training.	IRS & Inpatient Lead	30/09/19	Barking & Dagenham, Havering and Redbridge local authorities contacted to gain processes in each borough. Training on the individual borough processes planned to be completed - Inpatients: 27/8/2019 - IRS: 18/9/2019 These will be referenced in induction and team resource files.
Key Theme/point : Governance					

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To ensure that the training for pendant alarms is firmly embedded within the service.	3	Information regarding the processes for each borough when ordering pendant alarms to be added to the local induction check list for occupational therapists. Emphasis should be made regarding timely clinical reasoning, ordering and follow up of equipment.	IRS & Inpatient Lead	31/07/19	Ordering of pendant alarms added to local induction  OT new starter xxxxxxxxxx.docx
Improving learning and Lessons Learnt	4	Findings of the coroner's court report to be discussed in August Divisional Business Meeting (DBM) for wider learning. Patient safety alert (2019-001) issued 18/07/2019 to be shared within intermediate care services. Trust AHP Lead to be aware of the report and action plan. Intermediate care AD to identify CHS occupational therapists to work with the AHP lead to enable wider learning and greater awareness of safety for OT's within the Trust.	Assistant Director Intermediate care	12/08/19 31/07/19 31/07/19	 Urgent Patient safety Alert - Pendant alarm  RE: Pendant alarm waiting group.msg

* To check tick boxes, right click on box, select properties then tick check or unchecked.

[REDACTED]

From:

Sent:

20 July 2015 14:05

To:

Cc:

Subject:

Urgent Patient Safety Alert - Pendant alarms

Importance:

High

Dear all,

Please read the patient safety alert below, particularly for OT colleagues or any other clinicians in our services who carry out pendant alarm assessments and referrals. This is related to a patient incident within our CHS inpatient wards, however, it is applicable to all of our services where there are referrals for pendant alarms. We have an action plan from the coroners inquest which we will be completing and also working with Laura Stuart Neil – AHP Lead to look into the processes as a NELFT wide learning. We will be picking this up in my DBM next month to share the learning from the case, but I feel it is important to raise awareness before then. Please can you discuss in your team meetings and ensure that our OT colleagues have seen the alert. There will be another formal alert released from QPS, however, please share within your teams in the meantime.



Patient safety alert

Bulletin number:	2019-001
Issue date:	18.07.2019
Target audience:	ICD's, AD's and all OT's in community and acute
Purpose/key issues:	Risk of delay of installation of a pendant alarm for patients in the community setting.

Introduction:

There have been two recent patient safety incidents concerning the prescribing and supplying of the pendant alarm system for community residing patients.

Action required:

In order to reduce any associated risk the following urgent action is required:

Any occupational therapist responsible for requesting provision of a pendant alarm via their local authority must ensure that the alarm is ordered promptly following assessment and must ensure to specify clearly on the referral form the patient's existing telephone system.

The occupational therapist must check with the patient and/or family member, prior to forwarding the referral, whether they have a working land line phone. If the patient does not have a working landline phone then the occupational therapist must check if the patient has a mobile phone compatible with the pendant alarm system issued in that local authority/locality.

If neither landline nor mobile phone is in place the occupational therapist should consult the patient and/or family to confirm urgent arrangements for a suitable landline or mobile phone to enable the pendant alarm request to be made. If necessary the occupational therapist must refer to the local authority for assistance with setting this up.

Please refer to your local authority guidance on their process for issuing pendant alarms.

This will be monitored via the Quality & Patient Safety team audit of the minutes of DBM's meeting.

[REDACTED]

From:

Sent: 20 August 2019 13:50

To: [REDACTED]

Cc:

Subject: Telecare training

Hi Team OT

OT's have a Telecare training on 27.08.2019 at 12:00 -12:30 in the Japonica Meeting room with N [REDACTED] please put this in your diary and attend.

Thanks to N [REDACTED] for providing this

Kind Regards

[REDACTED]
Band 7 Physiotherapist

NELFT NHS Foundation Trust
Acute and Rehabilitation Directorate
Foxglove and Japonica Wards
King Georges Hospital
Ilford,
IG3 8YB.
Tel: 0300 555 1201 Ext. 58704
[REDACTED]

Working Pattern: Tuesday – Friday 08:00-16:00

Barking and Dagenham

Complete the Barking and Dagenham telecare form and send completed to OTandSTelecare@lbdd.gov.uk

The form then gets processed and sent to careline to arrange installation.

The referrer must state on the form (under any other peripheral sensor) that they need a GSM unit.



Microsoft Word
Template

B&D telecare
form

If there is no landline, a GSM unit should be requested which runs through a mobile phone sim. It is the service user responsibility to top up/ pay their mobile phone bill.

Service users must always ensure they get adequate phone coverage in their house.

Havering Telecare

Complete the Havering Assistive Technology form and send completed to adultsocialcare@haverling.gov.uk who will pass request over to the Havering telecare team. This email is monitored Monday to Friday only.



Microsoft Word
7 - 2003 Document

Self funding form
(if AT is requested
by patient)



Microsoft Word
Document

AT request
form (if POC
in place)

Telecare can be installed if the service user only has a mobile although a landline is ideal. There is a chargeable system that can be fitted to mobile devices but this is chargeable.

Redbridge



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Within Redbridge the telecare equipment is ordered through Millbrooks and the monitoring is completed via life line. **A landline connection is essential.**

Lifeline referral form to be submitted to

Lifeline@redbridge.gov.uk



Microsoft Word
97 - 2003 Document



Telecare equipment to be ordered via Millbrooks

Lifeline is a chargeable service



Microsoft Word
Document

MISC	MOBILITY	PAEDIATRIC	PCI	PERSONAL CARE	POOLED SPECIALS	PRESCRIPTIONS	PRESSURE	REDUCING/RELIEVING	PSTORE ONLY	QUOTE	RAIL & RAMP	SEATING	SENSORY IMPAIRMENT	SPECIALS	TELECARE	Bed Chair Occupancy	Carbon Monoxide	Dda Pager	Enuresis Sensor	Epilepsy Sensor	Fall Detector
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Lifeline

First Previous Page 1 of 1 Next Last
Arrange by:



CES65542-0178
Telecare - Lifeline...
£128.00

Details Add

First Previous Page 1 of 1 Next Last

NELFT IRS – Occupational Therapy Meeting Block 8 Meeting Room

Wednesday 18/9/2019, 3pm

AGENDA

	Title of item	Person presenting	Time	Time limit
1.	Apologies			
2.	Minutes of the last meeting			
3.	Matters arising			
4.	IRS Equipment 4.1 Review of previously clinically reasoned equipment 4.2 Plan for next equipment to be reviewed 4.3 Update on telecare process for BHR boroughs		30 minutes	
5.	Training needs 5.1 NELFT pharmacy presentation for medication aids	NELFT pharmacy team	20 minutes	
6.	OT caseload 6.1 Delegation to Rehab Assistants		5 minutes	
7.	AOB		5 minutes	
8.	Date and time of next meeting - First Wednesday of every month at 3pm			

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OT link and supervisor:**PT Link:****RA Link:**

Monday	Tuesday	Weds	Thursday	Friday	Weekly achievement - Week 1
IRS induction- 8:30 Tour of office – 8:30			1:1 with supervisor -8:30 am, consider objectives		Have tour of office spaces Meet team and supervisor- complete IRS induction paper work Get a fob Have seen at least one IRS new patient and one IRS d/c process
Monday	Tuesday	Weds	Thursday	Friday	Weekly achievement- Week 2
			1:1 with supervisor -8:30 am		Attend IRS MDT Spend day with IRS OT, IRS RGN and IRS RA Be aware of all KPI's Complete STARS and create all objectives
Monday	Tuesday	Weds	Thursday	Friday	Weekly achievement- Week 3
			Appraisal and 1:1 with supervisor - 8:30 am		Complete personal plan for shifts Be confident with completion of TUG, Dementia Cquin and D/C survey Be familiar with equipment ordering process for all three boroughs including telecare process

[REDACTED]

Sent: 25 July 2019 19:38
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Pendant alarm working group

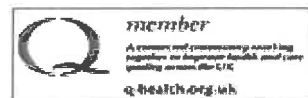
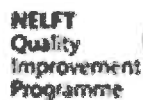
Many thanks! I will be in touch...

[REDACTED]
Director of Quality Improvement/ Director of Allied Health Professions & Psychological Therapies
NELFT NHS Foundation Trust

Email: [REDACTED]
Please note I do not normally work on Fridays.

www.nelft.nhs.uk/quality-improvement, @laurajstuart, @nelftqip, @NELFT_AHP
Member of the London Clinical Senate Council - www.londonsenate.nhs.uk

Contact for QI enquiries: [REDACTED]
For other enquiries: Marg [REDACTED]



From: [REDACTED]
Sent: 22 July 2019 15:06
To: [REDACTED]
Cc: [REDACTED]
Subject: Pendant alarm working group

[REDACTED]

Notified [REDACTED] who are both occupational therapists within the Intensive Rehab Service are keen and interested to be part of the working group around pendant alarms.

Please let me know if there is any other information you need. [REDACTED] are copied into this email as well as [REDACTED] who is the service lead.

Many thanks

[REDACTED]
Occupational Therapist

Intensive Rehabilitation Service
North East London Foundation Trust
Acute and Rehabilitation Directorate
Goodmayes Hospital
Block 8
Barley Lane

[REDACTED]

From: V [REDACTED]
Sent: 24 September 2019 15:45
To: [REDACTED]
Subject: Response to Reg 28 Report - your ref 9469
Attachments: Regulation 28 Report Feedback August 2019.pdf; D83196 - Regulation 28 action plan 27.08.19.pdf

Good afternoon [REDACTED]

Regulation 28 Report – your reference 9469

Thank you for taking the time to speak with me. Further to our conversation, please find attached the letter and action plan sent by NELFT in response to the Regulation 28 Report; I do apologise if this did not reach you when sent originally. I would be very grateful if you could bring this to the attention of HM Coroner with our sincere apologies for the delay.

I would be grateful if you could confirm safe receipt.

If you require anything further on this matter then please do let me know

Kind regards

[REDACTED]
Deputy Head of Corporate Affairs

NELFT
North East London NHS Foundation Trust
CEME Centre, West Wing, Marsh Way, Rainham, Essex, RM13 8GQ

[REDACTED]

www.nelft.nhs.uk



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MAYOR OF LONDON

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