



Mr C Briggs HM Assistant Coroner
Coroners Court
1 Mount Tabor Street
Stockport
SK1 3AG

Date 02.01.2020

Re: Andrew Richard Hogg

Dear Mr Briggs

Thank you for your letter dated 26th November 2019 and the Regulation 28 served for my attention.

Please accept my apology for the delay in my reply due to my being on Jury Service, illness and Christmas Holidays.

I have investigated your concerns and I agree that each fall had been dealt with appropriately, but a review into the number of falls and the timescale in which the falls occurred did not appear to happen at that time.

In our other homes the falls would be reviewed at least monthly following the actioning of the SMBC Safeguarding log. Home managers would have escalated the level of falls to the GP or the falls clinic.

I feel that due to Mr Witon being a new manager this process was overlooked. He had only been with the business a matter of a few weeks and was still working through his induction process.

However, to tighten up our process all home managers will be reviewing falls on our PCS (Person Centered Software) system on a weekly basis to ensure that falls are monitored more frequently. Managers will print the falls log for the week and add notes as to what actions have been taken. These notes will also be added to the support plans of those residents involved. Collectively as a group of managers we have also agreed that any resident who has more than two falls within a two week period we will arrange a review with their GP or CPN.

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This process will be reviewed by our Area Managers as part of their monthly audit.

To aid managers to complete this task weekly I have added this action to our managers strategic calendar which prompts them daily, weekly monthly etc to actions required.

I hope that you feel that we have taken prompt actions and reviewed our practise to your satisfaction.

Please feel free to contact me if you require any further information.

Yours Faithfully

A handwritten signature in black ink, appearing to be 'V. J. P.', written over a solid black rectangular redaction box.

Head of Care Services.

