

## Hunters Lodge Care Centre

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Hunters Lodge Care Centre  
Hollybush Lane  
Codsall  
Wolverhampton  
WV8 2AT  
27/01/2020

Dear Andrew Haigh

I am writing to you in response of the letter you sent to myself regarding Keith Graham Whetton (deceased).

After reviewing the coroners report we have been through your concerns and we have already addressed the concerns that you have highlighted, to try to prevent future deaths.

Following the fall all staff have been supervised on the matter and have completed falls training. Trained staff are going to be commenced on additional training via remit training group. I myself and the clinical lead have completed the course and believe it will be beneficial for other senior staff to complete.

I have also reviewed the policy and procedure of falls within the home and spoken with the regional managers regarding unwitnessed falls and the policy and procedure has now been updated and put in place within the home. The policy is now more robust and has clear instructions on steps to be taken in the event of a fall.

After my trend analysis and internal investigation I have increased staffing levels to increase observation of residents and further support to the nursing team. This level of support has had a positive impact in reducing falls and improving patient safety.

I believe that actions taken have improved the service, especially around patient safety. I feel we have all learned lessons regarding this matter and as a service we will continue to strive to improve the care we deliver to our clients and families.

If there is any further information you require please do not hesitate to ask.

Yours Sincerely



Manager