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17 February 2016

Mr Alan P Walsh
HM Area Coroner
West District
Paderborn House, Civic Centre
BOLTON
BL1 1JW

Dear Mr Walsh

Re: Mollie Bentham – Deceased

Re: Regulation 28 Report to Prevent Future Deaths

I am writing in response to your Regulation 28 Report to Prevent Future Deaths, issued following the Inquest into the death of Mollie Bentham held on 14 December 2015. May I take this opportunity to extend my sincere condolences to the family of Mrs Bentham for their loss.

On receipt of the Regulation 28, I requested that [REDACTED], Matron for Darley Court, and Professor [REDACTED], Consultant Geriatrician review the matters detailed in your report and I am now in a position to respond to your concerns outlined in the Report.

In addition, the Trust has also reviewed the levels of medical cover that were being provided at Darley Court and have made improvements that will benefit patient care.

The Trust recently recruited a permanent doctor to Darley Court Intermediate Care (IMC) on a full time basis and this doctor is now in post. Prior to the commencement of [REDACTED] the medical cover had been provided by locum doctors on long term contracts. I believe this permanent arrangement will enhance communication between the medical and nursing teams and provide continuity of care for patients. The level of consultant cover has also been reviewed and it is planned to increase the number of sessions a consultant will attend Darley Court IMC from the current provision of two sessions per week.

The Darley Court staff now have direct access to an Out of Hours (OOH) General Practitioner (GP) who is attached to the Admission Avoidance Team (AAT). The GP is with the AAT from 18:30 to 22:00 Monday to Friday and 9:00 to 22:00 on Saturday and Sunday. Patients that require urgent medical attention outside of the hours of medical cover by the doctor at Darley Court but within the hours stipulated above will be seen by the OOH GP based at the AAT. It has been agreed with BARDOC (OOH GP Provider) that the GP will document details of the consultation in the medical notes at Darley Court. This will ensure that both the nursing and medical staff are informed of the treatment plan for the patient. I understand that this service has been utilised and positive feedback has been received from staff at Darley Court. For medical attention outside the hours outlined above, the OOH GP service will be contacted directly.

Since coming into post Matron [REDACTED] has undertaken significant pieces of work to improve the standard of documentation and handover at Darley Court. This has included the adoption of the

'SAFER' bundle was introduced in May 2015 and updated in September 2015. The SAFER care bundle is a set of rules that will improve timely assessments and patient flow. The concept for Darley Court involves:

- **Senior Review** – of the patient.
- **Assessment** – setting standards for timely Multi-Disciplinary Team (MDT) assessments.
- **Flow** - setting a proposed daily number of patients being discharged /stepped down to other units, processing of referral standards.
- **Early Discharge** - identification of patients who may be supported for an early discharge to other services, setting an agreed discharge date and ensure the discharge is safe.
- **Regular Review** - setting standards for MDT review.

Matron [REDACTED] has reminded all staff that any concerns raised regarding a patient need to be clearly documented in the patient's ongoing records and escalated where appropriate. A copy of the NMC guidelines has been circulated to all nursing staff highlighting the importance of accurate record keeping. Escalation guidance has also been produced to be read in conjunction with National Early Warning Score (NEWS) guidance.

Documentation training is also now included in the new weekly training programme, furthermore additional training is being provided on a monthly basis in respect of documentation and record keeping. Monthly documentation audits are now being undertaken to ensure compliance with this action and ensure the quality of record keeping is improved.

Standard Operating Procedures (SOP) have been developed with regard to improving the handover of information. The Daily Safety Huddle which takes place every morning now includes the doctor and a senior member of the therapy team. In addition, the senior Sister at Darley Court has been reviewing the efficiency of the handover process at the end of and commencement of a shift. Where further improvements are identified these will be included in the SOP for handovers.

A review of the conduct of MDT meetings including evaluation of the paperwork used at the meetings has been lead by Ann Lloyd, Consultant Nurse for Older People. [REDACTED] has set up a task and finish group and taken steps to address the issues of poor documentation and failure to follow up actions identified at MDT meetings. I am advised this work is still ongoing however its purpose will be to ensure there is improved clinical decision making from all disciplines attending the MDT with appropriate timescales set for actions to be taken and completed, ultimately this will facilitate the safe discharge of our patients. It is expected that this work will be complete by 31 March 2016.

I do hope that my response has provided you with the assurance that you and the family are looking for. If you need any further information, or if I can be of any further assistance please do not hesitate to contact me.

Yours sincerely



Dr Jackie Bene
Chief Executive

Enclosures:
Safety Huddle template
Safety Huddle SOP
Audit tool and SOP for handovers
SAFER bundle for Darley Court
Record keeping standard guidelines
Escalation Plan Darley Court