



Dear Mr Siddique

We refer to the Report to Prevent Future Deaths dated 6th September 2019 in relation to the death of Miss Shannon Quinn.

By of an update on the Service provided at Oak House; this is in the process of closing and there are only 3 remaining residents. We continue to assist outside agencies in transitioning these residents to suitable placements and anticipate that the service will be closed within 6 to 8 weeks.


Notwithstanding the planned closure, since the incident Camino Healthcare have undertaken a significant review of the service, and the service users who we care for, in order to ensure their safety.

We now have a new Executive team and all of the Managers who were employed at the time of the death have since left the company. The new Management and Organisational Structure have maintained clear communication with outside agencies and, when necessary, have ensured that issues are escalated to the appropriate teams.

We have also evaluated all of our training and our staff have received further training in Intensive Life Support and also Basic First Aid (where required) which includes CPR. The Intensive Life Support which is mandatory for our staff exceeds the regulatory requirements of the service.

A full and thorough review of the premises was undertaken immediately after the incident and changes were made to make the environment anti-ligature as far as is reasonably practicable.

Yours Sincerely


Nominated Individual- Camino Healthcare