

**By Email and Post:**

Coroner ME Hassell  
Senior Coroner  
Inner North London  
St Pancras Coroner's Court  
Camley Street  
London NIC 4PP

Email: [REDACTED]

18<sup>th</sup> April 2021

Dear Madam

**Inquest into the death of Joseph O'Neil (died 12.08.20)**

I write further to the report issued under Regulation 28 of the Coroners (Investigations) Regulations 2013 and to outline the action that has been taken by Care Outlook since the inquest into the death of Joseph O'Neil.

1. Since the incident Care Outlook has introduced a digital care planning and monitoring system; People Planner. The system allows care plans to be accessed by staff on a mobile handset and to record the care delivered in real time. The system has a reporting facility whereby staff are able to complete and submit a report on their handset which is then flagged up on the system and email received by the office in real time.

The system has been successfully introduced and is in use by all staff. This will ensure that any concerns raised by staff are recorded immediately and that a permanent record will always be retained. The system also ensure that those concerns are highlighted immediately to care managers.

2. We have also introduced a "Cause for Concern" form for staff to complete, to guide care staff in relation to the types of incident or concern that need to be raised. We are currently working to ensure that the form can be included in the electronic reports on People Planner.
3. All staff in Hackney are being re-trained in the Recording and Reporting of incidents. Initial guidance has been issued in the form of a PowerPoint presentation that has been circulated to all staff. The training outlines the importance of reporting all concerns and ensuring that clear and comprehensive records are made. The training also covers the responsibilities of supervisors and managers to ensure that any concerns raised are resolved and or reported to appropriate third parties (including medical professionals, emergency services, commissioners and safeguarding authorities).

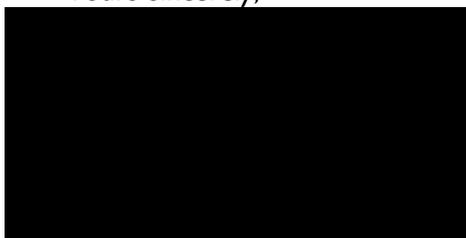
We are working to ensure this training can also be delivered as part of our formal e-learning package. Our training lead is preparing an introduction to the training and a supporting competency test, which will form part of our formal induction process.

The initial training has been sent to all staff, including care workers, office / field-based supervisors and managers.

4. We have also prepared a factsheet providing enhanced guidance for care workers in relation to the risks of dehydration. The factsheet contains practical guidance on how to spot the signs of dehydration, the routine action that can be taken by care workers to prevent this and the urgent action that must be taken when a client is at risk. The fact sheet has been provided to all care workers.

I hope that this information is of assistance but if you have any questions then please do not hesitate to contact me.

Yours Sincerely,



Managing Director