

Mr A. Hodson
Assistant Coroner for Birmingham and Solihull Districts

██████████
CQC Registered Manager
Dartmouth House

Sent Via email

23 June 2021

Dear Mr Hodson,

Please see below my response to the regulation 28 report to prevent future deaths received 05 May 2021. This responds to the actions which should be taken identified in the report:

1. Consider how the charging system can be enhanced and strengthened to ensure that staff are provided with properly functioning and charged PIT alarms for their use at the commencement of their shift;
2. Consider how and whether additional training/ refresher training can be provided to staff – both full time and agency alike – to ensure awareness and compliance with the charging system.

Dartmouth House has instituted an operational change with the introduction of a ‘security lead’ role. This is allocated to an appropriately experienced clinical staff member on commencement of each shift.

The security lead is responsible for:

- Checking PIT alarms at the beginning of each shift and ensuring they are working correctly.
- Handing out PIT alarms and keys and recording to whom they have been allocated.
- Identifying any malfunctioning PIT alarms and removing the PIT from circulation and reporting this to a member of the management team or the unit administrator and replacing this with a functioning PIT alarm.
- Ensuring and documenting the return of keys and PIT alarms and placing PIT alarms on charge before handing over to the next security lead.

Options for Care has an existing system of Review and Feedback (supervision) sessions for clinical staff each facilitated by an appropriate line manager. To strengthen existing systems and processes, the management team will utilise these sessions to:

- Share with staff how to report an issue with any PIT alarms to the appropriate party (the management team or unit administrator) to facilitate repair or replacement.
- Explain how to access spare PIT alarms for replacement.
- Explain and reinforce the roles and responsibilities of the allocated security lead role.
- Check staff are aware of how to test a PIT alarm and determine whether it is functioning correctly.

Agency or temporary staff will:

- Receive training on how to effectively test and use the PIT alarms on first attendance at the service.



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- Receive an update on how to test and use the PIT alarm on each subsequent visit to the service, aided by the security lead for that shift.

These actions and changes will be further reinforced through staff meetings.

I trust these changes already in place at Dartmouth House effectively meet the requirements of the actions which should be taken as identified in the Regulation 28 report. Should you require any further information or clarification, please do not hesitate to contact me.

Yours sincerely,

[REDACTED]
Dartmouth House Registered Manager