

Abbeyfield The Dales Ltd.

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Mr J Heath,
Senior Coroner York and North Yorkshire
The Old Courthouse
3 Racecourse Lane
Northallerton
DL7 8QZ

10th December 2021

Dear Mr Heath

Regulation 28: Report to Prevent Future Deaths

I write in response to the concerns you raised following the inquest into the death of Mrs Dorothy Pegg, and your conclusion from the evidence you heard during the inquest.

I write to formally respond to the following concern raised on behalf of Abbeyfield the Dales:

There was no system of monitoring the compliance with instructions as to how equipment should be used.

In the statement I provided to the inquest, I was keen to demonstrate the Abbeyfield The Dales has a continuous review process in developing and improving policies, procedures and practices within our organisation. Our aim always is to promote a person centred and safe approach to the support and care we provide for our residents.

This process has continued, and I can confirm the following additional improvements have been or are planned to be introduced.

New Care Plan Format (already introduced)

The statement I provided to the coroner contained details of the new care plan format introduced across all sites during 2020. In the new care plan format (section 6 – Mobility, Fitness and Falls Prevention) the documentation contains an image of all equipment used to support a resident's mobility. This section is updated by either the Senior Carer, Assistant Manager of Registered Manager if the equipment used is changed or discontinued. The mobility section of a resident's care plan also documents systems of work (a standard operating procedure) for all equipment used. The completeness and accuracy of this section of the care plan is monitored for accuracy by the care staff or Senior Carer when the Resident of The Day is completed each month for every resident and the subsequent Care Plan review completed by either the Senior Carer, Assistant Manager of Registered Manager each month.

Quality Manager Spot Check Audits (re-introduced in 2021)

Part of the Quality Manager's role is to provide audit assurance to the Registered Manager and Senior Leaders of Abbeyfield The Dales that care delivery and record keeping is in line with policy and best practice. This includes ensuring carers comply with instructions as to how/what

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equipment should be used. Please see a blank copy of Audit Form the Quality Manager completes at appendix 1, and the audit programme for winter 2021 at appendix 2.

The Quality Manager conducts an unannounced audit of care plans and observes care practice (the carer delivering care to a resident) using a random sample approach. Feedback from the audit is given directly to the Registered Manager, and also a copy is sent to senior leaders to ensure any areas of improvement are complete.

NB: the audit programme was paused in 2020 due to Covid-19 restrictions and safety measures, and restarted in October 2021 across all registered services.

New Equipment (already introduced)

A record of new equipment delivered to support a resident's mobility (a delivery note) is held in a resident's care plan (where one is received). The care plan is updated with an image of the equipment, so it is clear what equipment must be used when supporting a resident with their mobility and clear instructions are set out in the care plan regarding the correct use of the equipment.

Should an instruction regarding the correct technique and use of the equipment be supplied by a health professional (such as an Occupational Therapist), this will be included in the care plan. The systems of work (noted above) will be updated accordingly.

Service Delivery Audit (launched with Managers in September 2021)

The service delivery audit has recently been introduced and standardises a variety of formats and content of similar audits that have been in use up until recently. The audit checks that the service delivered by a member of the care team is in line with what is required in the care plan, and expected from an Abbeyfield The Dales employee. Please see a blank version of the form at appendix 3.

The Registered Manager or Assistant Manager predominantly conducts the audit, and the Registered Manager follows up any actions required in a supervision with that member of staff, perhaps retrain the individual or monitor their performance more closely until it reaches a satisfactory level and maintained.

New Equipment Process (to be implemented in January 2022)

We have developed a process to ensure staff are clear of the correct use for and operation of a new piece of equipment that is introduced by an Occupational Therapist or other Health Professional to support the safe transfer and movement of a resident. This process is intended to ensure there is no ambiguity in how and in what circumstances a piece of equipment is used, and also there is clear accountability and checking that staff are knowledgeable and confident in the use of the equipment to support that resident. Please see a blank version of the process at appendix 4.

In conclusion. I hope these measures satisfy the requirement on Abbeyfield The Dales contained in the Regulation 28 Report; a copy of this response has been sent to CQC on their request.

Yours Sincerely



Chief Executive