



Her Majesty's Coroner  
The Town Hall  
Town Hall Square  
Leicester  
LE1 9BG

12 April 2022



Dear Madam,

**Response of Hamilton Community Homes  
RE: Jane Louise SHILTON  
Response to Regulation 28 Notice and Letter of Concern**

I write to you today on behalf of our client Hamilton Community Homes Limited in response to the Regulation 28 Notice dated 22<sup>nd</sup> February 2022. I have included a response to the Matters of Concern in section 5 of the notice and the points raised in a letter from Miss Fiona Butler dated 15<sup>th</sup> February 2022.

Our client responds as follows:

Since receiving a copy of the Regulation 28 Notice from Her Majesty's Coroner, we have implemented several measures to improve the service quality we deliver at Hamilton Community Homes Limited. Namely that we;

- From the 6<sup>th</sup> April 2022, coinciding with our new financial year, we will have one member of staff awake and one asleep on all night shifts.
- We have updated our alcohol and rooms search policies so that they reflect and reference our policies on the confiscation of alcohol.
- We have implemented a signature sheet for staff to confirm they have read and understood the care plan of each service user which requires a signature on a monthly basis.
- In addition to the existing medication folder we have, each service user now has a detailed information sheet listing their prescription medication and staff are required to sign that they have read and understood the medication requirements of service users on a monthly basis.
- We have updated our training policy to include additional mental health training which staff will be required to complete more frequently. We note that H.M. Coroner requested that we seek input from the local authority and community mental health services and advise that we

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11008  
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contacted the local authority who are unable to offer input at our request.

- In response to concerns that support staff at the home do not have sufficient information regarding the service users specific needs, we feel that the implementation of these new measures allow all staff to be aware of said requirements.
- First Aid training is now mandated annually instead of the previous 3 year requirement and in light of Covid-19 restrictions coming to an end this training will be carried out face-to-face. We are communicating with our training provider to accommodate this training as we can not complete the training in one session. We hope to complete this by the end of April 2022.
- In order to improve communication amongst staff at the home, each member of staff is now issued with a two-way radio at the start of their shift. They are required to sign for the radio and this should enable staff to communicate any issues from across the home with ease.

I trust the response above covers the points raised by H.M. Coroner and the Regulation 28 notice served on Hamilton Community Homes Limited.

If I can be of any further assistance, please do not hesitate to contact me on the details below.

Yours Sincerely,

  
Cartwright King  
Regulatory Crime & Professional Discipline

