

Unit 56, Innovation Centre,
Highfield Drive,
St Leonards-on-Sea, East Sussex, TN38 9UH.
Email: [REDACTED]
Telephone: [REDACTED]

16th June 2022.

Dear Mr Craze,

RESPONSE: Robert-Murray-Prevention-of-future-deaths-report-2022-0093

Thank you for extending the response time to 23rd June 2022.

A planning meeting was held on 7th June to discuss concerns from your report and actions in place by Avalon Nursing Home to prevent future deaths. This meeting was attended by representatives from Adult Social Care (ESCC), Care Quality Commission, ESCC Market Support and Registered Manager from Avalon Nursing Home.

It was mentioned at the planning meeting that you had already held a Pre-Inquest Review (PIR) meeting with Avalon on 18th November 2021 and advice related to DNACPR and RESPECT forms had been updated and included in all care plans, where necessary. Avalon also held a discussion with local surgery, Park Practice and Paramedic Practitioners regarding clinical judgements related to RESPECT and DNACPR initiations.

All Staff attended refresher trainings on Basic Life support, 27th July and 14th October 2021. Senior care staff had extra training on First Aid to boost confidence on when to initiate CPR, whilst waiting for a nurse to attend. Other activity staff, including kitchen and housekeeping took courses on Emergency First Aid at Work on 18th May 2022.

The managers attended CPR sessions by St Johns Ambulance on behalf of 'Restart a heart day' on the 14th of October 2021 and 18th of February 2022.

Avalon also made changes to their policy on 'Calling an ambulance' and DNACPR (see attached) to reflect current and ongoing practice learning.

Representatives from Market Support and CQC have considered the report in their commissioned inspections and ongoing monitoring of quality of services and support.

Avalon will ensure learning from this experience remain an ongoing conversation in supervision and as part of their internal monitoring of quality of service.

Please feel free to contact me to discuss any other support necessary.

Thank you.

Kind Regards

[REDACTED]
Senior Practitioner Social Worker (Duty)
& Best Interest Assessor (DOLS)

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Documents attached:

1. Avalon Calling an ambulance (999) Policy
2. Avalon DNAR and CPR policy