



Baedling Manor
Front Street West
Bedlington
Northumberland
NE22 5TT

Mr Andrew Hetherington
Senior Coroner for Northumberland
and Acting Senior Coroner for South Northumberland
County Hall Morpeth
Northumberland
NE61 2EF

23rd July 2021

Dear Mr Hetherington

Re: Baedling Manor
Letter of response to the Coroner; Regulation 28 Report to prevent future deaths

[REDACTED]

With reference to the cases [REDACTED] and [REDACTED], please find outlined in this response the measures taken to prevent future deaths.

Please note, the response is in summary form due to the circumstances around the current provision, as follows:

As of 12th February, Baedling Manor is currently under notification to close due to significant and multiple failures in regulatory activities. As a result, the current provider has taken the view that attempts to make the home safe under the previous management team has proven unsuccessful and therefore has made the decision to sell the business to an established provider.

The home is currently going through transition to a new and established provider operator and a new management team has been employed as part of this process with significant support of the incoming provider. It is anticipated that the changeover will complete before the end of August 2021.

The new team are unable to comment on historical cases, however all efforts are being made to significantly develop the safe operation of the home during the transition, this includes but is not limited to:

- Routine access and support from Director of Care of the management support team
- Enhanced leadership and communication amongst the staff team
- Full time, onsite support from experience nominated Individual.
- Responsive and collaborative communication with CQC leads, Northumberland Safeguarding team, Northumberland Contracts team, Northumberland Infection control team, other visiting professionals, families and residents.
- Full review and implementation of new compliance systems and reporting processes
- Full review and implementation of new care planning processes
- Increased face to face training
- Full health and safety audit and associated actions
- Staffing structure review and revised recruitment and induction processes
- Monitored and audited management action plans

A realistic timeframe to move the home into a safe and well led establishment is anticipated to be a 3-6 month period. A CQC inspection review is due in December 2021.

If you require any further information, please do not hesitate to contact me.

Yours Sincerely

A black rectangular redaction box covering the signature of the nominated individual.

Nominated individual.
On behalf of Alcyone Healthcare