

**Dr Emma E Carlyon**  
**Coroner for Cornwall**  
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Tel: [REDACTED]

21<sup>st</sup> August 2015



Dear Dr E Carlyon

**Re: Miriam Joyce Smith-Cox Deceased – Your Ref EEC/FR**

Please consider the following as the response from the Pluss Organisation following your directive dated 24<sup>th</sup> July 2015.

The Pluss Organisation has an Adult Safeguarding policy (appendix 1). This policy clearly sets out the procedures (page 9) that Staff should follow if they have a suspicion that a person is at risk of harm and how to make an alert to the Safeguarding team in the area.

In addition, it is mandatory that all Pluss staff complete “Alerters” training (appendix 2) and this training must be refreshed every 2 years.

I have fully reviewed the time-line of interactions Pluss had with Miriam and it is clear that although the team were acting with best intention and did raise an alert with the Education, Health & Social Care Department of Cornwall Council in December 2014, there were potentially opportunities to raise an alert earlier, in line with our procedures.

When Miriam left the Work Choice scheme in February 2015, we understood that her social worker was putting together a care package for her.

As an organisation we will be utilising the learning from this unfortunate episode to provide a case study to raise awareness with all Pluss staff,

reinforcing their understanding regarding the Safeguarding policy and their responsibilities within it.

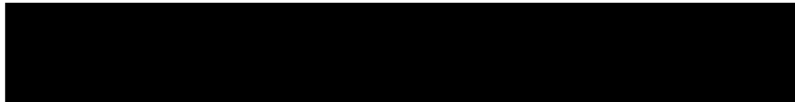
We will also be carrying out additional Safeguarding, Alerters and Lone Working training with the Truro Team with the company specialist within September.

If you have require any further information or evidence from The Pluss Organisation regarding this matter, please do not hesitate to contact me.

Yours sincerely

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Employment Services

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