



Fernlea
20 Torkington Road
Hazel Grove
Stockport SK7 4RQ

Telephone: 0161 456 8322
Head Office: 0161 947 0874
Web: livingatfernlea.co.uk

Alison Mutch
HM Senior Coroner
1 Mount Talbot Street
Stockport
SK1 3AG

23/01/2020



Dear Ms Mutch

Re: Your ref: 12108/CH

I hereby acknowledge receipt of your letter and report dated 16/12/19.

Since the incident concerning AFW we have arranged for all our Registered Nurses to undertake third party wound management refresher training (either through a certified tissue viability course or the NHS "React to Red" training course). We have also extended this training to our care staff and to date 87% of the care team have undertaken the "React to Red" training recommended by the Local Authority. This training has now been implemented into our induction program for all new staff.

After discussions with the NHS Tissue Viability Nurse (TVN) we have adopted the NHS wound management document within our Quality Management System to ensure continuity between ourselves and NHS professionals.

During the time of the incident with AFW, the TVNs were in the process of transferring referrals from fax to email. They have acknowledged that there was a number of issues around that time with referrals and follow ups. We have since changed our processes to ensure all referrals to the TVNs are via e-mail or telephone followed up by a summary e-mail. All referrals are followed up by a phone call the day after irrespective of urgency status and prompts are placed in the diary and on a referral audit sheet for the care management team to follow up.

After discussions with the GP it has been agreed that we will notify the GP of all referrals to the TVN and wound management will form part of the weekly GP ward-round.

As part of our continual improvement strategy, the group has taken the decision to move forward with the implementation of an electronic care planning system that uploads information and photographs in real time. This will improve oversight and auditing and will further improve our wound management processes.

For your information the Registered Nurses involved in this issue are no longer employed by Olea Care Ltd.

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

Yours sincerely

[Redacted signature]

Registered Manager

[Redacted contact information]



Group Office:
Olea Care Group
20 Torkington Road
Hazel Grove
Stockport SK7 4RQ
T: 0161 947 0874
F: 0161 419 9783
W: oleacare.co.uk

Registered Office:
Olea Care Ltd
28a Church Lane
Marple
Stockport SK6 6DE

Company Number:
3047704