


**The Limes Residents Association Limited**  
The Garden Room 'The Limes', 41 London Road  
Halesworth, Suffolk IP19 8LT

26.10.2020

  
Senior Coroner's Officer  
Beacon House, Whitehouse Road  
Ipswich, Suffolk IP1 5PB

Inquest Touching the Death of May Adalaid MILLER

Dear Julie.

The Limes comprises 30 properties owned on a leasehold basis. The owners of the properties are encouraged to live independently and previously any concern the warden may have had on a resident has been passed on to their families who it has been expected would discuss their relatives needs with professional agencies, care homes etc.

We believed this to have happened in this case.

We employ a warden who lives on site but her role is limited to that of a good neighbour. The warden would normally visit each resident once a week. If required this is increased but we are not a care home and any daily care needs would need to be arranged by the wider family.

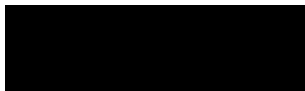
Prospective residents are interviewed by the warden and the manager. A letter of suitability is always obtained from the G.P. but they seemed to be bound by confidentiality and the information is received is very limited.

We have always taken the view that it's up to the care home to consider the suitability of a resident? and undertake an assessment prior to admission. On admission I would have expected given their lack of information that an assessment would have started straightaway. Had we been approached by Beach House we would have shared what knowledge we had.

In light of the above case and on reflection the following changes will be made to our working practice. The residents will be informed of the changes to our policy immediately by letter and our handbook will also be amended to reflect the changes.

**On hearing that a resident is considering a move into residential care, contact will be made immediately with the receiving care home and all information will be shared. This would initially be by phone (warden) and would always be followed up in writing (manager)**

I will also be writing to our local Social Services and G.P. practice and invite them to a coffee morning with the intention of building up a working relationship. Initially I would like to see this happen twice yearly. I would hope that from this clearer communication was possible and advice and support forthcoming when requested.



Company Secretary and Manager

The Limes Residents Association Limited: Company registration number: 2682550. Registered in England.  
Registered Office: The Garden Room, 'The Limes', 41 London Road, Halesworth, Suffolk IP19 8LT