

Your Ref:  
2 September 2022

Blackpool Country Coroner's Court  
Coroner's Office  
Blackpool Council  
PO Box 1066  
Blackpool  
FY1 1GB

## BY EMAIL ONLY

Dear Mr Holloway

**Our Client** : Nightingales Care Limited  
**Re** : Inquest touching the death of Margaret Stringer

We write in response to the Prevention of Future Deaths report dated 17<sup>th</sup> June 2022.

We have taken instructions from our client and respond to the matters raised below. For the avoidance of doubt, we have mirrored the numbering used in HMC's letter:

1. As per the evidence of [REDACTED], Nightingale's is not a secure unit and a resident with a similar history to that of Ms Stringer would no longer be admitted to the Home. Should there be a concern in relation to a resident who was already admitted at the home, a system of 1:1 care would be implemented which would restrict access to any items. An urgent referral would therefore be arranged for assessment of the resident and the resident would be discharged to a more suitable placement/acute hospital. The concern raised should therefore not eventuate.
2. As demonstrated by the training records appended to the statement of [REDACTED], all staff receive training in order to facilitate and encourage communication and interaction with residents. There are numerous activities arranged at the Home and in addition family members are encouraged to visit.
3. Nightingale's have reviewed their admissions process and developed a new pre-admissions checklist that has previously been provided to the Court. The checklist covers a variety of relevant assessments that need to be undertaken for each new resident before they are admitted. If the assessments are not provided for complex admissions then the Home Managers will not accept the prospective resident.

Home Managers are best placed to assess new admissions and are aware of the criteria

DAC Beachcroft Claims Ltd  
The Walbrook Building 25 Walbrook London EC4N 8AF UK (Sat Nav postcode: EC4N 8AH)

email: [REDACTED] DX 45 London/Chancery LN



which allow them to accept and reject new admissions.

Home Managers will also reject prospective residents should they believe that the Home is not the right fit for the individual and they are unable to admit them to provide the care that they require, this is particularly relevant if they have challenging behaviours or may upset the dynamic of the Home generally.

The Home is also reliant on the referring placements to provide accurate and up to date information in conjunction with the correct documentation. At the time of Ms Stringer's admission face to face meetings were hindered by Covid, however this is no longer such an issue.

The new processes and checklists have been implemented as a failsafe to ensure that all information is received prior to admission; in the absence of the applicable documentation the admission will not take place.

We trust the above responses address the issues raise. Should HMC have any further questions, please do not hesitate to contact us.

Yours faithfully

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DAC Beachcroft Claims Ltd

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