



Mr Andrew Harris  
HM Senior Coroner  
Southwark Coroner's Court  
1 Tennis Street  
Southwark  
SE1 1YD

[REDACTED]

3 July 2017

Dear Mr Harris

**Regulation 28 report to prevent future deaths  
Mr Cedrick Skyers**

I refer to the prevention of future deaths report touching the death of Cedrick Skyers, which was sent to Bupa and addressed to Evelyn Bourke. As the General Manager of Bupa Care Services UK, I provide this response on behalf of Bupa.

It was heard at the inquest that, following Mr Skyers' tragic death, Bupa carried out a thorough investigation. This investigation revealed a number of actions which were required to be taken to reduce the risk of a similar incident occurring. All of these actions have now been completed and the updated action plan was included within the inquest bundle.

Those actions included a review of the smoking risk assessment form used across all Bupa homes, which was considered by HM Coroner at the inquest. We note that there were some remaining concerns about whether residents were offered smoking aprons and pendant alarms, as this was not evident from the documentation.

In light of the prevention of future deaths report, Bupa has undertaken a further review of the smoking risk assessment documentation and process used throughout our care homes. I attach, for your information, the revised Bupa Care Services Safe Smoking Assessment document. The updated process puts an increased emphasis on the use of smoking aprons and supervision. You will note that the document requires staff to offer all residents a smoking apron and encourage them to wear it when smoking. It further takes staff through a process of considering the capability of an individual resident to smoke, and removes a significant amount of discretion which was previously available to staff completing the risk assessment. In particular, please note that residents who smoke in the garden will be issued with a pendant alarm (2.2), and that those who decline to wear a smoking apron or have fire retardant clothing should be supervised (6.1).

All safe smoking assessments must be carried out by reference to the updated Bupa Smoking Policy BFM 20, a copy of which is also enclosed with this response.

HM Coroner recognised that a provider should not override a capable individual's right to make unwise decisions, and therefore if a resident insists on smoking without supervision or a smoking



apron, this will be permitted wherever possible but will be recorded as being a choice against professional advice.

I trust this response, and the attached Safe Smoking Assessment and Smoking Policy, alleviate your concern raised in the prevention of future death report, insofar as that concern relates specifically to Bupa care homes. However, should you require any further information, please do not hesitate to contact me.

Yours sincerely



General Manager, UK Care Services