

From the office of: [REDACTED], Chief Nursing Officer and Deputy CEO

Based At: [REDACTED] County Hall, Leicester

Our Ref:

Your Ref:

16 September 2022

Miss F Butler
Her Majesty's Assistant Coroner
of Rutland and North Leicestershire

Dear Miss Butler,

Re: Regulation 28 following the death of Colleen Alice FLETCHER

I write on behalf of [REDACTED] (Chief Nursing Officer, NHS Leicester, Leicestershire and Rutland Integrated Care Board) in response to the Regulation 28 Notice issued to the NHS Leicester, Leicestershire and Rutland Integrated Care Board ("LLR ICB" or "the ICB" hereafter) following the investigation into the death of Colleen Alice Fletcher. The concerns highlighted by the Court are summarised as follows:

Availability and pre-issue of rapid acting (Bolus) insulin for patients whose glucose levels are relatively stable but who may experience unstable blood glucose readings at a specific time for which Bolus insulin may be required (for example if they have an infection).

The ICB hopes that the coroner's concerns are addressed by the response set out below.

As a commissioner of healthcare, LLR ICB works in collaboration with primary care service providers (including GP Practices), and community and acute providers to continuously look for ways to improve provision of healthcare for our patient population across Leicester, Leicestershire and Rutland. This includes the provision of healthcare for diabetic patients.

The ICB has established a Leicester, Leicestershire and Rutland wide task and finish group to review the existing clinical pathway for management of Hyperglycaemia in Care Homes. This task and finish group draws on clinical experts across the system specialising in diabetic care and includes:

- Consultant in Endocrinology and metabolic medicine (University Hospitals of Leicester NHS Trust)
- GPs with a specialist interest in diabetes care and care homes
- Lead specialist diabetes nurse - inpatient and community team (University Hospitals of Leicester NHS Trust)
- Community nursing team (Leicestershire Partnership NHS Trust)
- Managerial commissioning leads for diabetes and care homes (NHS Leicester, Leicestershire and Rutland Integrated Care Board)
- Clinical educator (Leicestershire Partnership NHS Trust)
- Eden training team (Leicester Diabetes Centre)

[REDACTED]
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NHS Leicester, Leicestershire and Rutland is the operating name of
Leicester, Leicestershire and Rutland Integrated Care Board

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**Leicester, Leicestershire
and Rutland**
Health and Wellbeing Partnership

The key aims and objectives of establishing this group includes:

	Action	Start date	Completion date	Notes
1.	To review and improve the existing pathway and guidance for the LLR Management of Hyperglycaemia in care homes	August 2022	End of September 2022	Next meeting to finalise the pathway 29/09/2022
2.	To update and circulate the amended pathway and associated guidance and ensure the patient pathway is available for all staff in an easy-to-follow flow chart.	1 st October 2022	15 th October 2022	
3.	To develop a communication plan to embed the revised pathway among health care professionals and care home staff. This will include providing,	1 st October 2022 - 15 th October 2022		
	a. Clarity to staff in all settings on their responsibilities for the management of diabetic care			
	b. appropriate training and support for health care professionals and care home staff so that they are to be able to identify and manage care home residents that are experiencing raised blood sugars.	August 2022	March 2023	A series of training via roadshows currently in progress. Training for improving diabetic care in care homes had already been identified as a priority for 2022-23
5.	Prioritising availability and administration of rapid acting insulin for the patient where it is deemed necessary by linking the pathway to our existing Home First service for a faster response. Home First is our expert rapid response team that are on hand within two hours to help keep older people well at home and avoid hospital admissions, this will ensure that diabetic care home residents who are experiencing an episode of unstable glucose will receive administration of insulin bolus within 2 hours of a referral.	1 st October 2022	15 th October 2022	Started and in progress. Home First have agreed to support and will be embedded into the revised pathway.
4.	Review the existing insulin authorisation form and make it mandatory for primary care and hospital clinicians to use Insulin authorisation forms to quality assure safe prescribing of insulin including authorisation for bolus insulin in the community. Insulin requests will only be accepted with the completion of the revised insulin authorisation forms which will include frailty scores and the recommended PRN rapid acting insulin dosage guidance depending on the patient's frailty score and continuous blood glucose reading.	September 2022	Mid - October 2022	Started and in progress - revised form has agreed with Leicestershire Partnership Trust. Authorisation forms now include that every patient on insulin will have the prescribing of ad-hoc rapid acting insulin written into their record.
6.	Supporting the development of a system wide business case to access funding to expand the use of continuous glucose monitors devices for patients in a care home who are living with diabetes. This will assist the care home staff with monitoring and management of their resident's glucose levels on a day-to-day basis.	June 2022	October 2022	Business case in development for submission for system review in October 2022
7.	Further scope any gaps in support / guidance to care homes for the effective management of patients with diabetes and look to access service development funding for a pilot project	Aug 2022	Nov 2022	Started and in progress. Aim for all work relating to improving insulin management and support to care homes to be completed by Nov 2022

I hope that this information is helpful in responding to the concerns raised.

Please do not hesitate to contact me or [REDACTED] should you need any further assistance.

Yours sincerely

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[REDACTED]
Deputy Chief Nursing Officer