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In response to your report in relation to S Gibson, dated the 27/10/2022, the following actions have been implemented with immediate effect

- Any witnessed or unwitnessed fall must be fully documented.
- The service user is to be visually checked by the senior care manager on duty.
- All observations are to be completed and recorded (O2 sats, Pulse, BP, Temp, Resps).
- The appropriate medical persons are to be contacted at the time and informed of witnessed/unwitnessed fall. (999, 111, Recovery at Home, GP.)
- All observations will be passed over to the relevant clinician for advice.
- The advice given will be documented and followed.

The above actions must be followed in the event of any fall.

All senior members of staff will receive a supervision on the importance of communication and documentation. They have also received a copy of the above actions.

Regards

Registered Manager Lambton House

New Lambton Fencehouses Houghton le Spring DH4 6DE