

CITY OF  
WOLVERHAMPTON  
COUNCIL

21 October 2022

Ms J Lees  
Black Country Coroner

Dear Ms Lees

**Your reference: 9040812**

Thank you for sharing the attached Regulation 28 Report where it invited the Local Authority to urgently review Hibiscus House. Upon its receipt, an urgent meeting was arranged, and a plan of action agreed.

An unannounced monitoring visit to the service was undertaken by the Quality Assurance Team. The Council was not assured that the service was operating safely, therefore a recommendation to suspend the service from any new business was proposed and agreed. An improvement plan has been implemented and agreed with the provider. A meeting will be held in due course to review this plan.

The plan includes a review of staff training to ensure all staff have completed mandatory and/or relevant training. This includes assurances that staff have the right skills and competences to react appropriately in an emergency situation.

The suspension of new business by City of Wolverhampton Council will remain until the Council is satisfied that the service is performing at the required standard and the people using the service are safe.

Reviews are being undertaken of the people who are funded by the Council either directly or by Direct Payments. One person has been relocated to a more appropriate setting.

We have liaised with the Care Quality Commission (CQC) prior to and following their inspection of the service, and we will continue to do so.

CQC raised a safeguarding referral about the service outlining care quality concerns, there are being addressed via the improvement plan with ongoing monitoring. Concerns were also raised about a person who they felt was being deprived of his liberty, as advised above, this person has now moved.

For information, the City of Wolverhampton Council had not been made aware of this incident prior to receiving this report and we are addressing this with the relevant agencies.

Mr Charles Evans was reviewed by a social worker in January 2022 where he was reported to be happy and content living at Hibiscus House. His needs were being met and he wished to remain.

If you require further detail, please do not hesitate to contact me.

Kind regards



Deputy Director Adult Services

