



TLC Nursing & Homecare Plus.
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TLC Nursing and Homecare Plus Ltd. Response to Regulation 28 Report from The Coroner

Following the coroner's report outlining the absence of a formal review system that would trigger a request to appropriate authorities – despite it being recorded and noted (notwithstanding the carers effort to persuade) that there was a clear deterioration with regards to the deceased refusal to shower and/or receive a full body wash; TLC Nursing and Homecare Plus has implemented a number of measures to better monitor the care provision, reduce risks, assess mental capacity and ensure that any deviations to the care plans are quickly and efficiently addressed.

These measures include and are not limited to:

- staff training
- introduction of an automated review system
- more regular client review process

Staff Training

TLC management is currently performing a training needs assessment review for all staff, any carer that is identified as requiring additional training has been prioritized to complete their training by end of Feb 2023.

As a company we have also included mental capacity, risk assessment and pressure area care courses in the mandatory training list, this will help minimise the risk of self-neglect. We aim to complete all mandatory training for all the staff by the end of June 2023.

This training will help as follows:

1. Mental Capacity Training (MCA) will help staff understand how to support individuals to make their own decisions and manage their own care, where possible. This will reduce the risk of self-neglect by empowering individuals to take control of their own care and make informed decisions about their health and wellbeing.
2. Risk assessment training will help staff identify potential risks and hazards in the environment and develop strategies to minimise or mitigate those risks. This will include risks related to the client's

physical and mental health, as well as risks related to the home environment. By identifying and addressing these risks, staff will help reduce the risk of self-neglect.

3. Pressure area care will help the staff to identify the individuals at risk of developing pressure sores and take steps to prevent them from occurring. This will include using specialised equipment, such as pressure-relieving mattresses and cushions, and regularly checking and repositioning individuals to prevent the development of pressure sores. Preventing pressure sores will help reduce the risk of self-neglect.

This training will be mandatory for all staff, working alongside the local authority to design and deliver courses which will address the early detection of self-neglect. This training is now updated on the TLC training matrix and will be reviewed annually by the manager.

Automated Review System

TLC has also invested in an automated system (Birdie App) to assist with quickly triggering a review into a client's risk and capacity or changes required in their care plan. This system is designed to identify any potential concerns about a client's care or well-being and automatically initiate a review system.

It works as follows:

1. Continuous monitoring: this new automated system enables TLC to continuously monitor a client's care and well-being, alerting the management team to any changes or concerns that may arise. This will help to identify potential issues more quickly than when the Management team were relying on manual checks and reports.
2. Quicker response times: a review process will be initiated as soon as a potential concern is identified. This will help to ensure that any necessary action is taken in a timely manner.
3. Improved accuracy: this system will help ensure that relevant information is accurately captured and that any necessary actions are taken based on this information. This will help to prevent errors or omissions that could potentially impact the care and well-being of the client.

Once concerns are identified, a formal review will be requested promptly which should involve carers and other relevant professionals, such as social workers, DNs and GPs to ensure that the full spectrum of needs is being met. Reviews should be documented, and any action taken is also documented.

More Regular Client Review Process

TLC normally carry out formal reviews with all clients 3 monthly, however, with immediate effect formal review process will be triggered sooner when a concern is raised. The review will involve performing a risk assessment and mental capacity of a client and potentially trigger a request to relevant authorities for further assessment and support when concern is raised.

Steps to be taken to implement a formal review will be as follows:

1. Identify the need for a formal review: this may be due to changes in the client behaviour, physical or mental health, or other concerns that have been raised by the carers.
2. Gather relevant information: This will include reviewing the clients care plan and any recent assessment or reports as well as consulting with other professionals involved in the clients care.

3. Involve the client in the process: The client will be involved in the process to ensure that their views and preferences are taken into account.
4. Assess the clients risk and mental capacity: Based on information gathered the care team will assess the clients risk of harm and determine whether they have the mental capacity to make decisions about their own care and support.
5. Make a recommendation to the relevant authorities: If the formal review indicates that the client is at risk of harm or lacks the mental capacity to make decisions about their own care, TLC will make a request to relevant authorities for further assessment and support.

Conducting a formal review will be an important step to ensure that the well-being and safety of our clients is maintained . By gathering relevant information, involving the client in the process, and making recommendations to relevant authorities where necessary , we will ensure that the clients receive the support and care they need to live fulfilling and safe lives.