



**Ref: Prof Richard Shannon**

Dear Coroner, Hassell

We write to provide you with a detailed response to the Regulation 28 report dated 5<sup>th</sup> December 2022 regarding the death of Mr Richard Shannon on 19<sup>th</sup> February 2022. We have worked together in an integrated way across the organisations involved in Professor Shannon’s care to provide a thorough response covering all nine areas of concern raised in your report, as relevant across the agencies. Several changes to practice and procedure have already taken place since the safeguarding enquiry outcome meeting on 16<sup>th</sup> June 2022 and we are each committed to continuing to implement learning and improvements highlighted. This includes both within our individual organisations and between our organisations to improve the co-ordination and communication of care arrangements for our residents and patients which is of paramount importance to us.

Kapital care have implemented the following actions in relation to the relevant concerns raised in the preventions of future death report (PFD). A review of all policies and procedure was completed/or is currently in progress since the completion of the safeguarding enquiry and your report.

Concern 3	<ul style="list-style-type: none"> <li>• Kapital care coordinators will contact district nurses in all cases when it is identified they are involved in the adult’s care arrangements. This will ensure any care and support needs relating to pressure ulcer management and other relevant care needs can be implemented as part of our care plans.</li> <li>• A robust handover is completed with any previous care provider.</li> <li>• Kapital care requests all relevant assessments &amp; information regarding the adult from relevant professionals involved in the care, including Physio, OT, DN’s and GP. This includes telephone numbers of who to contact in an emergency.</li> <li>• Kapital care will request additional training from CNWL academy for our care staff, whereby specific needs are identified relating to pressure ulcers management and repositioning.</li> <li>• All care staff currently complete mandatory pressure ulcer management training. This has since been reviewed and staff will complete refresher training where appropriate.</li> <li>• Care staff complete body maps of any pressure area concerns. All identified concerns will/are reported to district nurses, adult social care or GP.</li> <li>• Kapital Care have met with commissioners and safeguarding leads to understand and take action on where improvements are needed.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Kapital Care will immediately escalate any concerns or issues to the Local Authority.</li> </ul>
Concern 5	<ul style="list-style-type: none"> <li>• All relevant information including hospital discharge notes for the client is reviewed to ensure a better understanding of a person's care needs.</li> <li>• Kapital care reviews the discharge letter sent home with the adult to identify any additional needs relevant to the care delivery.</li> <li>• Following the Coroner's report Kapital have met with CNWL/CLCH and other partner agencies. CNWL/CLCH has agreed to share appropriate information with Kapital care via the new discharge notification process.</li> <li>• Kapital care will immediately contact adult social care to request any care plans are updated, whereby additional care needs are identified as part of the initial visit/risk assessment.</li> <li>• Kapital Care will immediately escalate any concerns or issues to the Local Authority.</li> </ul>
Concern 6	<ul style="list-style-type: none"> <li>• Review of all policies and procedure has been completed/in progress since the safeguarding enquiry/Coroner report which include the actions set out.</li> <li>• Review of all training needs for all care staff employed by Kapital care to identify training needs across the organization and improve standards of care.</li> <li>• Kapital care will complete a robust manual handling assessment, including mobility equipment and environmental assessment are completed by the care coordinator prior/during the initial visit. This will ensure appropriate equipment, including items used to maintain the adults personal care is available within the property.</li> <li>• All care staff will escalate their concerns to the care coordinator whilst at the adult's home if they are unable to complete or deliver essential personal care tasks due to the lack of equipment in place. Kapital care will ensure the issue is resolved before the care staff leave the property and ensure the adults hygiene and dignity is always maintained. This action will prevent a reoccurrence of the identified concern.</li> <li>• Any concerns identified which impact on our ability to complete the care tasks are reported immediately to adult social care, ensuring an immediate solution is found.</li> <li>• Review the care plan when any concerns are raised/identified.</li> <li>• Review of recording and documentation within the organisation.</li> <li>• Care coordinators will facilitate joint visits with adult social care or other relevant professionals when a concern is identified.</li> </ul>

	<ul style="list-style-type: none"> <li>• Kapital care will ensure they have the relevant discharge notification form prior to commencing a hospital discharge care package.</li> </ul>
Concern 7	<ul style="list-style-type: none"> <li>• Kapital care maintains full cooperation with the local authority in all safeguarding enquiries. Since the Coroner's report Kapital care has identified any potential conflict of interest when interviewing our own care staff. This is to be discussed with the local authority to identify who is the most appropriate person/agency to lead the interview.</li> </ul>
Concern 8	<ul style="list-style-type: none"> <li>• Kapital care participated fully with the safeguarding enquiry relating to Professor Shannon. Kapital care attended the enquiry outcome meetings and noted the identified learning for our organisation.</li> <li>• Kapital have implemented the actions and identified learning following the safeguarding enquiry and most recent Coroner's report.</li> </ul>
Concern 9	<ul style="list-style-type: none"> <li>• Kapital care will ensure the implemented actions and identified learning as detailed within this report are maintained and reviewed regularly. These actions will ensure close partnership working with all agencies involved in an individual care arrangement.</li> <li>• Kapital care is ensuring robust and timely communication is undertaken with all agencies.</li> </ul>

## Conclusion

Kapital Care (UK) are committed to safeguarding adults with care and support needs. Our policy sets out the roles and responsibilities of Kapital Care in working together with other professionals and agencies in promoting the adult's welfare and safeguarding.

We remain committed to fully adhering to meeting service objectives and to continue to raise concerns as appropriate. Within our continuous improvement plan, we will continue to ensure our procedures remain effective and pro-active where possible, to identify any other gaps, with a view to ensuring any further preventative measures are built in them and ensure the dignity of adults in our care are maintained to the highest standards.



Registered Branch Manage