



Mr Cox, HM Senior Coroner
Coroner for Cornwall and the Isles of Scilly
HM Coroner's Office
Pydar House
Pydar Street
Truro
Cornwall
TR1 1XU

██████████ ██████████
██████████ ██████████
Date: 9 May 2023
██████████ ██████████
██████████ ██████████

Dear Sir

Inquest: Lugh Baker (Deceased)
Our Client: Bowden Derra Park Ltd
Matter: Regulation 28, Report to Prevent Future Deaths

We are writing further to the Report to Prevent Future Deaths, received on 14 March 2023. We write on behalf of our client to provide the documentation requested by you in that report.

Section 5 of the Report to Prevent Future Deaths states as follows:

*The **MATTERS OF CONCERN** are as follows. –*

- i. I heard evidence at inquest that all residents were constantly monitored yet I found as fact that there were times when this did not happen for Lugh. I was informed that a new system has been put in place requiring staff to sign a form indicating the periods in time when they were responsible for monitoring residents. I asked for evidence to demonstrate this (a completed form) and for confirmation that, where there were any gaps in monitoring, these were explained on the form.*
- ii. Concern was raised that Care Plans for new residents were not reviewed sufficiently promptly. I asked to see a policy document setting out the expectation for healthcare professionals for how long it should take for a new resident's Care Plan to be reviewed after admission.*
- iii. Concern was also raised about what steps will be taken, and when, where a new resident with an unusual presentation is admitted. In this case, Lugh had a diagnosis of Angelman's syndrome with which staff were unfamiliar. Again, I asked to see a policy document setting out what training or other steps will now be taken in such circumstances and by when.*

In response to the above, we enclose the following:

1. Nocturnal CCTV Monitoring Chart

This is a completed Nocturnal CCTV Monitoring Chart dated 24 January 2023 until 28 January 2023.



2. Updated Nocturnal CCTV Monitoring Chart

The Nocturnal CCTV Monitoring Chart has been updated since the Inquest and now includes a 'comments' box and instructions to detail any gaps in monitoring in this box. Gaps in monitoring should only happen in exceptional circumstances, such as an emergency.

3. Care Plan Policy

The Care Plan Policy has been updated since the Inquest. For ease of reference, the updated sections are highlighted. The care staff have access to all policies and procedures on an application called BrightHR. All care staff receive training on this application and this specific policy during their two week induction programme. When any policy or procedure is updated, the care staff are notified automatically via the application. Once notified, all care staff must acknowledge receipt of the notification and open the document to confirm that they have read it. The BrightHR system tracks this and alerts management of any non-compliance.

4. Training Policy

As above, The Training Policy has been updated since the Inquest. For ease of reference, the updated sections are highlighted. The care staff have access to all policies and procedures on an application called BrightHR. All care staff receive training on this application and this specific policy during their two week induction programme. When any policy or procedure is updated, the care staff are notified automatically via the application. Once notified, all care staff must acknowledge receipt of the notification and open the document to confirm that they have read it. The BrightHR system tracks this and alerts management of any non-compliance.

This response contains reference to and copies of internal documents, which were requested in the Report to Prevent Future Deaths. It is respectfully submitted that for this reason it would be inappropriate to publish the response and/or enclosures.

Please do not hesitate to contact us should you require anything further from our client.

Yours faithfully

A handwritten signature in black ink that reads "DWF Law LLP".

DWF Law LLP