

FAO: Mr John Hobson, Assistant Coroner

28th March 2024

Dear Sir,

Re: Regulation 28 Report to Prevent Future Deaths

Further to the inquest touching the death of Blanche Audrey Knowles, as heard on 31 January 2024, and the corresponding Regulation 28 Report to Prevent Future Deaths of 13 February 2024, please find enclosed the response on behalf of Whitkirk House, Colton Lodges Nursing Home, 2 Northwood Gardens, Colton, Leeds.

The Learned Coroner identified the following matters of concern:

- Whilst it was clear from the written and oral evidence provided to the inquest that measures has been implemented to address the risk from hot drinks, for example by purchase and use of thermometers, upon questioning the matter of the importance of assisting an individual who has suffered burns by way of cooling by running water, as noted by the attending ambulance staff, did not appear to have been adequately conveyed to staff, be that through training or by way of clear communication as operational matters/ requirements in the nursing care context.
- The burns suffered by Blanche Audrey Knowles contributed to the death and whilst not established that the recorded failure to apply cooling by running water to her injuries would have made a material difference, I remain concerned that the clear importance of applying cooling by running water does not appear to be proactively flagged in relevant policies/procedures or by active practical/operational communications to staff.

The Learned Coroner requested that Whitkirk House, Colton Lodges Nursing Home, 2 Northwood Gardens, Colton, Leeds provide a response to enable him to understand action taken by HC-One. I am providing the following response:

- Our Head of Nursing has undertaken a wide review of best practice in first aid management of burns and scolds, including for people who are nursed and cared for in bed, including current NHS and National Institute for Health and Care Excellence (NICE) guidance.
- We have developed a 'Here's How To' guide for our staff based on best practice guidance which includes references to current NHS and NICE guidance, including guidance on the use of cool wet towels and compresses if running water is not available or where a person is being nursed and cared for in bed where the risk of moving them is higher than cooling the burn or scald with cool wet towels or compresses.



HC-One

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- We have issued a Safety Management Alert that has been distributed to all Home Managers which reiterates the use of robust risk assessments for residents when eating and drinking in bed, for dissemination to staff through Organisational Learning Meetings at Home level.
- We have developed training on the management of burns and scalds which will be available on our local staff training site, (Touchstone).
- We are developing procedural guidance on common injury types, which will include management of burns and scalds, including people who are nursed and cared for in bed.

We hope the above addresses the Coroner's concerns as raised in the Regulation 28 Report to Prevent Future Deaths.

We would like to reiterate our sincere condolences to Blanche Audrey Knowles family for their loss.

Yours sincerely,



 - Director of Safety
HC-One

