



Primrose Court Nursing Home  
 South Road  
 Norton  
 Stockton-on-Tees  
 TS20 2TB  
 Tel: 01642530750

Date: 26/03/2024

Respected sir/ Madam,  
 Jo Wharton  
 HM Assistant Coroner for Teesside & Hartlepool  
 The Coroner's Office  
 Middlesbrough Town Hall  
 Albert Road  
 Middleborough  
 TS1 2QJ

I confirm receipt of your report to prevent future deaths report dated 14 March 2024, following the inquest into the death of Victor Costello.

As an organisation we have taken your comments and following actions are being proposed to prevent future deaths:

Actions	Responsible people	Time Scale
<p>We have communicated to all staff the coroner's concern and the importance of effective communication including use of the electronic documentation system (see item below), daily handover sheets and verbal communication between shifts.</p>	<p>Chief Executive- [REDACTED]            [REDACTED]            Operation Director- [REDACTED]            Home Manger- [REDACTED]            All nursing and senior staff</p>	<p>We had an all staff meeting on 22<sup>nd</sup> March 2024.            We will schedule further meetings for those staff who did not attend.</p>
<p>We are implementing an upgraded cloud based electronic documentation system where staff can easily look at each residents' risks, alerts, and special instructions.</p>	<p>Chief Executive- [REDACTED]            [REDACTED]            Operation Director- [REDACTED]            Home Manger- [REDACTED]            [REDACTED]            All nursing and senior staff</p>	<p>The full implementation of the new electronic documentation system will be on 1<sup>st</sup> June 2024.</p>
<p>We have made sure that effective and robust handovers take place between day and night staff to include explaining risks associated with</p>	<p>Home Manger- [REDACTED]            [REDACTED]            All nursing and senior staff,</p>	<p>Ongoing.</p>

<p>residents to include any complaints and concerns raised by family, external agencies and staff.</p>	<p>██████████ to oversee the effectiveness. The Home Manager &amp; Operations Director will keep their record of ha and any shortfalls will be addressed.</p>	
<p>The management will monitor handovers as part of our regular audits. We are also making sure that for all residents who are on modified diet and fluids, their risk assessments and care plans are detailed and will be shared with next of kin to make sure all the information is correct.</p>	<p>██████████ - Operations Director, will keep their record of our checks and any shortfalls will be addressed.</p>	<p>On going</p>
<p>Taking into consideration of Coroner's comments, we have written to all service users and families about our actions.</p>	<p>██████████ - Chief executive.</p>	<p>08/04/2024</p>

Thank you for bringing this issue to our attention.

Yours Sincerely

██████████

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Chief Executive - Stockton Care Ltd