



HSCA Further Information  
Citygate  
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NE1 4PA



Keith Morton KC  
Assistant Coroner  
Cambridgeshire and Peterborough Coroner's Service  
Lawrence Court  
Princes Street  
Huntingdon  
Cambridgeshire  
PE29 3PA

4 September 2024

Care Quality Commission

Our Reference: [Redacted]

By email: [Redacted]

Dear HM Coroner Keith Morton KC,

**Prevention of future death report following the inquest into the death of Terrence Roy Hubert Taylor.**

We write to acknowledge receipt of the Regulation 28 report of 21 June 2024, sent to the Care Quality Commission (CQC), in relation to the death of Mr Terrence Roy Hubert Taylor.

Firstly, the CQC would like to express our deepest sympathy and sincere condolences to the family of Mr Taylor.

We understand that you want action taken to ensure that;

- (1) Operators of care homes are provided with reliable, up to date guidance on the use of window restrictors; and
- (2) Operators of care homes are made aware of the limitations of the British Standards in that they were developed to prevent accidental falling from windows as opposed to deliberate attempts to bypass window restrictors.

As you are aware, the CQC is the independent regulator of health and social care in England. The CQC publishes guidance on how providers and managers can meet the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (“the 2014 Regulations”) and the Care Quality Commission (Registration) Regulations 2009 (“the 2009 Regulations”). There is a link on our website to the 2013 guidance, and then further information and guidance on meeting the specific regulations can be found under separate headings. Under the heading of Regulation 12: safe care and treatment, there is a link to guidance issued by the Health and Safety Executive (HSE) on Health and Safety in Care Homes [www.hse.gov.uk/pubns/books/hsg220.htm](http://www.hse.gov.uk/pubns/books/hsg220.htm).

Chapter 7 of this guidance specifically addresses Falls from Height. In addition, to accidental falls, this guidance also refers to;

- Falls arising out of confused mental state, including where an individual is trying to escape from an environment they perceive to be hostile, and
- Deliberate self-harm.

It sets out control measures that *may* be taken by care homes to ensure that people are kept safe. In 2022, CQC published a ‘*Learning From Safety Incidents*’ page on our website on the use of window restrictors. This can be found, alongside relevant, up to date guidance on complying with the relevant health and safety precautions, here: [www.cqc.org.uk/guidance-providers/learning-safety-incidents/issue-7-falls-windows](http://www.cqc.org.uk/guidance-providers/learning-safety-incidents/issue-7-falls-windows).

This webpage also has links to the latest HSE guidance on risks to vulnerable members of the public from falling from height from windows; [www.hse.gov.uk/safetybulletins/windowrestrictors.htm](http://www.hse.gov.uk/safetybulletins/windowrestrictors.htm).

This guidance repeats that which is set out in Chapter 7 (see above) and also makes reference to the Department of Health Building Note 00-10 Part D Windows and associated hardware.

In August 2024 we published a note in our bulletin to providers (a regular update for providers and professionals working in adult social care) highlighting the tragic loss of life following a deliberate attempt to bypass a window restrictor and to remind providers of the CQC’s ‘*Learning From Safety Incidents*’ webpage. This publication has been updated on the CQC website to reflect the [Health Building Note published](#)

[by NHS England](#), which highlights that the British Standard for window restrictors does not factor in deliberate attempts to defeat the restrictor using impact forces.

We are currently undertaking work to improve how we signpost providers to sources of good practice, to support our Single Assessment Framework. Good practice that is applicable across all sectors is already available, and we signpost to the HSE 2012 information sheet on *Falls from windows or balconies in health and social care* under the [Quality Statement on 'safe environments', under the Safe key question](#). In time this will be supplemented by guidance that is applicable to specific sectors (such as ASC or health), or to specific service types (such as care home).

Whilst the CQC will publish and expect providers and registered managers to be aware of, and follow, best practice when it comes to British safety standards, the CQC relies upon guidance issued. If either HSE or The British Standards Institution update their guidance around window restrictors, the CQC will take steps to ensure providers are signposted to it both through our website and published bulletins to providers.

We hope this response is helpful but if you have any questions arising, please do not hesitate to contact us.

Yours sincerely,



**Deputy Director for Local Authority and Adult Social Care Policy (Interim)**