

**Adults and Health (DASS)
London Borough of Newham
1000 Dockside Road
London
E16 2QU**

**Mr G Irvine
Senior Coroner
Walthamstow Coroner's Court
Queens Road
Walthamstow
E17 8QP**

**12 September 2024
Our ref: [REDACTED]**

Dear Mr Irvine

Re: Regulation 28 Report concerning Omar Ahmed

Response from the London Borough of Newham

Thank you for sharing the conclusion of your Inquest into Mr Ahmed's death, and the subsequent Regulation 28 Report. May I start by expressing my sincere regret and disappointment to learn of the circumstances surrounding Mr Ahmed's passing. On behalf of the Council I wish to place on record our deepest condolences to his family and friends and all those that knew him. We fully acknowledge the findings from the Inquest and are firmly committed to putting actions in place to address the concerns raised in the Prevention of Future Deaths report to ensure that a similar situation is not repeated.

A core group of Senior Officers from within the department have reviewed Mrs Ahmed's case in detail and have developed a series of direct actions in response. The following actions have been agreed

	Action:	By who:	By when:
1	Immediate Safeguarding Adults Review (SAR) Referral for presentation at the next SAR subcommittee	[REDACTED] (Director of Quality Assurance, Safeguarding and Workforce Development) and ([REDACTED] North West Neighbourhood Team)	Completed on 09/08/24 Mr Ahmed is on the agenda for the SAR subcommittee on 24/09/24
2	A meeting with the Sunlight Care to ensure that any risks to residents they provide care and support to is mitigated. This will be achieved by the following actions	Strategic Safeguarding and the Quality Assurance and	Meeting held on 17/07/24 although the QIP is ongoing

	<ul style="list-style-type: none"> • A quality improvement plan (QIP) is in place • Enhanced monitoring of all residents Sunlight Care provide care and support to is in place • Welfare checks of all residents Sunlight Care provide care and support to who live alone has taken place 	Commissioning Team	
3	Enhanced monitoring of the provider will take place at the 6 weekly provider risk management board (PRAMB). The board is a multi-agency partnership which includes social care, health and the CQC	PRAMB Partnership	Ongoing
4	<p>Adult Social Care will lead on the development of an escalation procedure which will enable partners to flag cases where there is concern about a high level of unmitigated risk or differences of opinion about the level of risk. This procedure will involve reviews of the following protocols:</p> <ol style="list-style-type: none"> 1) The no reply protocol 2) The refusal of care protocol 	Strategic Safeguarding/ Workforce Development/Quality Assurance and Commissioning Team	March 2025
5	<p>The issues regarding the safeguarding activity in this case will be addressed by reflective sessions which cover the following areas</p> <ul style="list-style-type: none"> • The London Borough of Newham's decision making/actions in relation to safeguarding concerns • Multi-agency working • The application of Making Safeguarding Personal <p>These sessions will be available for all operational staff in Adult Social Care. Content will also be available to selected staff from Sunlight Care and staff from ELFT</p>	Workforce Development and Strategic Safeguarding	30/11/24
6	<p>The issues regarding risk assessment and risk management will be addressed by a reflective session which covers the following areas:</p> <ul style="list-style-type: none"> • Information sharing • Joint decision making • Co-ordinated intervention • Thresholds for home visits/joint home visits • Thresholds for urgent reviews 	Workforce Development and Strategic Safeguarding	30/12/24

	<ul style="list-style-type: none"> • Executive capacity and decision making • Risks associated with social isolation • Non adherence with care plans <p>These sessions will be available for all operational staff in Adult Social Care. Content will also be available to selected staff from Sunlight Care and staff from ELFT</p>		
7	Produce a '7 minute briefing on the development of risk management plans. This will be distributed across all Adults and Health staff groups and presented at the provider forum	Workforce Development and Strategic Safeguarding	30/12/2024
8	Produce a '7 minute briefing with a focus on the issue of non-adherence with care plans. This will be distributed across all Adults and Health staff groups and presented at the provider forum	Workforce Development and Strategic Safeguarding	30/01/24
9	<p>Adult Social Care will lead on a joint learning event involving staff from ASC, staff from Sunlight Care and staff from ELFT. The learning event will focus on the following issues:</p> <ul style="list-style-type: none"> • Professional and clinical curiosity • Working with resistance and non-adherence • Executive capacity and decision making 	Workforce Development and Strategic Safeguarding	20/12/2024
10	Review of the Safeguarding Adults Operational Procedure	Strategic Safeguarding	30/11/24
11	Training on how to implement lessons of inquest hearings to improve service delivery to vulnerable persons within our community	Legal Department	06/09/24

Governance and Oversight

The following people have been sighted on the action plan:

- [REDACTED] -Corporate
- [REDACTED] -Director of Quality Assurance, Safeguarding and Workforce Development
- [REDACTED] -Head of Service - Older People & Disability, Operations
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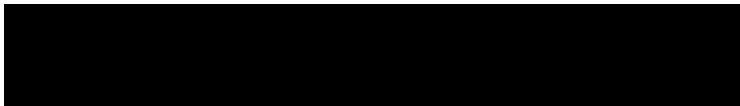
All elements of the plan are linked to specific teams with accountability for their delivery. Oversight of the action plan is being held by the Strategic Safeguarding team who will monitor progress against the stated timescales and then report back to our Directorate Management Team. We also recognise that the overall plan will need to remain agile and be adapted if further information comes to light, particularly if Mr Ahmed's case is the subject of a SAR.

Thank you again for raising this matter with us. I hope this response gives adequate assurance on the actions we have taken on the improvements required.


Please do not hesitate to come back to me if you require further information or updates.

Yours sincerely,

PP

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Corporate Director of Adults, Health & Communities, Director of Public Health & Director of Adult Social Services (acting)

CC:
A series of black rectangular redaction boxes covering the email addresses of the recipients.
Chief Executive
Director of Quality Assurance, Safeguarding and Workforce Development
Director of Change, Improvement and Control
Head of Law (Community)