

Tel: [REDACTED]

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**PRIVATE AND CONFIDENTIAL**

Our ref: [REDACTED]  
7<sup>th</sup> Oct 2024

**Sophie Davies**  
**The Coroner's Office**  
**Liverpool and Wirral Area**  
**Gerard Majella Courthouse**  
**Boundary Street**  
**Liverpool**  
**L5 2QD**

**RE: Your Ref:** [REDACTED]

Dear Sophie

Following the coroner's inquest held on 12 August 2024, we have reviewed the matter referenced above and are providing our formal response in respect to Regulation 28 – Preventing Future Deaths. We have outlined the key actions taken to address the concerns raised:

**Action 1: Review and Update to Emergency Responder Procedures**

A thorough review of Medequip's Responder Service procedures was conducted following the investigation of the incident. This review was completed on 1 July 2024 and included the implementation of a new digital form for recording responder visits and conducting risk assessments for both service users and the environment. These updated procedures are designed to improve the safety and efficiency of responder visits.

**Action 2: Implementation of Digital Responder Forms**

To replace the previous paper-based system, we developed digital forms for responder visits in accordance with the TEC Services Association's Quality Standards Framework. These digital forms incorporate a comprehensive risk assessment to ensure responders are effectively guided throughout their visit. They include follow-up actions, signposting, safeguarding measures, and detailed recording of service user welfare. Additionally, the digital form features a 'top-to-toe' physical assessment to help identify potential injuries more thoroughly. This system went live on 1 July 2024, aligned with the revised procedures.

**Action 3: First Aid Training**

It was identified that all responders required updated First Aid training. This training was completed and delivered to all responders by 1 April 2024 to ensure they are equipped to provide immediate care when necessary.

#### **Action 4: People Manual Handling Training for Responders**

A bespoke People Manual Handling Training program has been developed by Medequip Connect. This program, led by a dedicated and qualified trainer, has been designed to enhance the safety and effectiveness of lifting service users, as well as the safe operation of lifting equipment. The training was created in collaboration with Medequip Connect's National Clinical Lead and includes accredited content. The roll-out of this training is currently underway, with full completion expected by the end of January 2025.

We trust these actions address the concerns outlined in the inquest and demonstrate our commitment to preventing future incidents.

Yours sincerely,

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Head of Safety, Health, Environment, Quality (SHEQ), Governance and Training

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