



**Happy at Home**  
COMMUNITY CARE SERVICES  
*'There's simply no place like home'*

25/10/2024

Dear Sir,

Further to the incident that happened regarding the death of the late Wendy Afford, the following action plans have been taken and implemented:

Incident shared to the staff workforce and discussed lessons learnt Matrix created for all incidents including skin integrity Improvement on documentation on risk assessments, care notes and care plan

Staff have been very vigilant and robust in reporting all incidents including monitoring and reporting in a timely manner.

They are all aware that effective communication plays a vital role when any concerns have been identified to take immediate action.

If you have any queries, please do not hesitate to contact me.

Kind regards,

[Redacted Signature]

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