



Broom Lane Care Home
Broom Lane
Rotherham
S60 3NW

Dear Ms Mundy

Your Ref Case No: [REDACTED]

Margaret Aitchison, (Deceased)

DOB: 03.08.1943 – DOD: 16.12.2022

I write on behalf of [REDACTED] the nominated individual and Chair of the Pristine Care Group Ltd in respect of the case heard by you regarding Mrs Margaret Aitcheson and the resulting issue of a PFD report.

I have attached the necessary documents which I feel should answer your concerns you raised in your conclusion.

I can confirm and agree with the statement made by my colleague [REDACTED] when she gave evidence that the processes and protocols put in place after reviewing the original items are definitely in place (some of which were with immediate effect) and as an organisation we are confident as we can be that any identified shortfalls have been addressed and the auditing duties carried out by the senior management team on a regular basis should highlight any discrepancies in the future. I can also confirm that a CQC inspector visited the care home only this week to review the protocols after receiving notification from your office and she was more than happy with improvements made.

As always the ethos of the organisation is ensuring the safety of our residents is paramount and the lessons learnt have been cascaded to our sister services within the portfolio.

I thank you and your officers for your assistance in this matter.

Yours sincerely

[REDACTED]

Regional Manager

20/09/2024