

Javed Iqbal – Regulation 28

To Prevent further Deaths

Recommendation +Appendix evidence	Action plan	Training	Monitoring and evaluation	Completed	Outcome
Appendix 1 27/05/2024 Both carers and care-coordinator statements.	a) Prompt action was taken to call in and interview both carers AK SH also GR care-coordinators statement accounts, as soon as the incident occurred	b) All Care in One acted to ensure all accounts of incidents were looked at.	c)	a)Completed 27/05/2024 b) Completed	The statements were the first port of call for all the staff involved in the care. So we as a company could understand what occurred and what we need to go ahead and check. It was an open atmosphere due to the shock of the incident and we had to support our staff too. To see them face to face.
Appendix 2 02/06/2024 Consultants Contract Attached	a) Consultants hired by the company to go through a comprehensive training programme and support all staff in the company.	b) We have appointed x2 consultants to oversee the implementation of these changes and to monitor compliance with care standards on an ongoing basis. This will include regular audits and reporting to ensure improvements are sustained. The consultancy is called the A1	3) Guidance of retraining staff, group work large and small groups. completed see Appendix 3 To look at the Birdie system and encourage the management team to monitor logs and alerts highlighted on the system.	Completed ongoing Started 02/06/2024	So the company is able to have a fresh pair of eyes to look at the processes. To support and guide on incidents such as this and how to improve performances from staff, what steps to take and to confidence build for individual care staff and the team as a whole.

		Domiciliary Care Consultancy.			
Appendix 3 03/06/2024 Safeguarding training Safety of People and Premises Service Improvement Plan Policy	CPD E-cert online Certificates enclosed Certificates This is enclosed in the action plan	Safeguarding training for all staff involved in the care for Mr JI GR, SI, AK,SH. Safety of people and premises training completed. Again, we would look into home environment assessments for citizens who present with instability. This policy was looked at by the Director with the care team as it talks about the Mental Health Act 1983	Revisiting training staff to be alert of home environments and visually look for hazards inside the property. This was important for us, as this was a internal requirement, for us to adopt robust monitoring systems and to read and refresh ourselves.	03/06/2024 3/1/2025- the reason why the date is in 2025 as we followed the new policies. We Focused on HOT as from this scenario and lessons learned Honest, open and transparent and our carers should not have pleased Mr JI and logged all events in the daily log.	Staff can now identify early signs of mental distress and intervene appropriately. Consistent care methods have been implemented to ensure high-quality mental health support by our staff. Employees have gained skills in transparency and sensitive communication, fostering a more supportive environment for our citizens All staff involved in Mr JI's care—GR, SI, AK, and SH—have given support and improve their understanding of acute mental health issues. They are now better trained with best practices for care and improved communication protocols, ensuring a more structured and effective approach to Safeguarding. Copies of Improvement plan given to all staff.

<p>Appendix 4 20/02/2025</p> <p>Safeguarding training for all staff</p>	<p>Safeguarding training, real life example.</p> <p>External training brought in to support all the team.</p>	<p>Group training, small groups and large groups, Birdie re-briefing for all staff with an external trainer.</p> <p>External Trainer has shared specific examples and case studies to give carers a practical understanding of the challenges they may face and the appropriate response care staff should take.</p>	<p>Questions and answers worksheet completed by staff.</p> <p>Trainer had assessed the carers understanding of the training through scenarios quizzes and feedback session which were held to address any uncertainties.</p> <p>evidence Appendix 5</p> <p>(2 x sessions were held @ the given dates please see attached documents)</p>	<p>20/02/2025</p>	<p>This training has strengthened the carers' ability to provide safe, informed, and responsive care, ensuring they meet safeguarding standards effectively.</p> <p>Through real-life examples and case studies, staff gained a practical understanding of the challenges they may face and the appropriate responses to ensure effective care. We want an external trainer so our staff could have a variety of training from paper to live face to face.</p> <p>They were able to ask questions, talk about examples and give answers to the questions asked.</p>
<p>Appendix 5 Supervision</p> <p>Out staff are able to express their thoughts, feelings and lessons learned</p>	<p>Guidance and Development: We are Ensuring that carers and coordinators fully understand their duties, including acting in the best interests of service users and recognizing signs of deteriorating mental health.</p>	<p>Reflection and Learning: we are providing an opportunity for staff to reflect on past actions, assess their practices, and identify areas for improvement.</p> <p>It is better to talk to get this information into the open, reflect and improve for any future scenarios.</p>	<p>We are offering a platform to review staff performance, ensure compliance with policies of our Supervision, i.e. identifying solutions to problems, improving practise and increase understanding of work – related issues.</p> <p>Through our supervision our staff were offered</p>	<p>27/05/2025</p>	<p>Staff showed their emotions at supervisions and were able to express themselves. This will continue as development strategies and has been on going since the company was founded.</p> <p>Our main aim is to promote positive work environments and to support our staff. In scenario for Mr JI we needed to support and build on this case. We must look towards what can be improved by the company and even though relationships were great in the</p>

			counselling through Aversure, an agency		package of care we need to enhance on the reporting and recording. This was looked at in depth with the supervisions.
Appendix 6 Process change within the company 20/02/2025 New ways of working – pin chart	Ongoing One to one briefing with staff, GR/other staff member in the office.	This has been given to staff in the office.	Clear guidelines have been established for recognising and responding to acute mental health issues and any types of issues. Staff are now required to immediately escalate concerns to healthcare providers and document these concerns in writing. Follow through with a paper trail as evidence Follow the pin chart, take all action, check and double check appropriate action has been taken. Get more support from the MDT.	Completed 20/02/2025	Staff are aware and look towards the Chart which is readily available in the office, GR also sign posts other staff to this process put in place and support office staff and care staff. Director SI is always readily available in person or over the phone to support and look towards the policies and procedures to get guidance.
Appendix 7 confidence build through IT support	Ongoing- long term contract	We are revising our protocols to ensure that all communication with healthcare providers is clear, timely, and well-documented. Staff will receive specific training to reinforce the importance of accurate	IT Company Bespoke Computing company has been (engaged to provide comprehensive support to all my office staff, this will enhance their ability to record and report information via e-mail this	02/05/2025 Ongoing long-term contract	Staff now follow structured protocols for timely and clear interactions with IT matters, reducing misunderstandings and ensuring accountability. Training will enable staff to record essential details meticulously, preventing omissions and inconsistencies in patient records.

		records and reporting. We will follow our policies and procedures and processes and look at new ways of working.	initiative aims to update communication process and ensure accuracy in documentation. Bespoke Computing can log on (remote access) and support staff if they get stuck at any point in their daily work.		
appendix 8 Reviewed new policies and procedures of the safeguarding.	<p>We have revised our internal policies to ensure they align with best practices, regulatory requirements, and the specific needs of our service users. Clearer protocols have been introduced to guide staff in recognising and responding to acute mental health issues, including escalation procedures and record-keeping standards.</p> <p>We have touched on the Care Act 2014 with all staff after following this policy.</p>	<p>Access to this policy is granted to all staff and encouraged to read part by part and sent via email to all staff.</p> <p>This policy has highlighted we can get support from GP, district nurses, Ambulance services, social works and work jointly to achieve outcomes. We must adapt open attitudes from the MDT so joint working can be achieved. We aim to follow this guidance and improve further to achieve outcomes for our citizens.</p>	<p>The updated policies are being disseminated across the organization, and staff will receive detailed briefings to ensure full understanding and compliance.</p> <p>- Enhanced procurement protocols are being embedded into our operations to maintain consistent quality and accountability moving forward.</p>		<p>Staff now have well-defined protocols for identifying and escalating acute mental health issues, ensuring timely intervention and structured record-keeping.</p> <p>These improvements have created a more structured and informed approach to safeguarding and service delivery, empowering staff with the necessary tools and protocols to provide high-quality care.</p> <p>British Red Cross have been contacted by our team for additional Mental health training in the coming months. We have researched out to this company. They start of discussing and training with what is anxiety? How can stress be defined ? and what are the tell tell signs and give a blown-</p>

					out picture of the full extent of Mental health and its impact on individuals. We are due to get some dates for training at our offices for all the team in group numbers from five to six. I will enclose the email as appendix 9.
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