



WCG Abbey Ltd
Hurst Court
Nook Lane
Ashton Under Lyne
OL6 9HN

17/03/2025

Dear Mr Steve Eccleston,

I am writing in relation to the Section 28 report following the inquest of Raymond Jennings. This report requests that we write to you with what actions have been taken by the home to prevent this happening again.

I have detailed below the processes that have been completed and are in place. For context we had not owned the home for a significant period when this incident occurred and were in the process of replacing the processes in place by the previous provider. We have since this date fully implemented all our systems and processes into the home.

Medication Policy

We have updated our medication policy which has been reviewed and sent to be signed by all staff this states that should a out of hours/emergency medication be prescribed and is either out of stock or unobtainable within 3 hours the team are to call for medical advice.

Electronic Medication System

We have implemented an electronic medication system throughout the home, this system emails a report daily to the home management and area manager with stock levels, missed medications or any other medication issues so they can have complete oversight.

Care Planning System

We have implemented a digital care planning system that improves documentation and provides real time analysis to ensure processes are monitored and all care is delivered.

GP and Pharmacy Changes

We have changed so that all residents use the same GP surgery and pharmacy this allows clear communication between the home and the designated organisations and builds a close relationship with them which has significantly improved the medication processes throughout the home.

Documentation Training

We have completed documentation training with all staff since this incident to ensure record keeping is improved and accurate.

I hope this provides reassurance that we have taken the required steps to avoid a repeat of the tragic incident that occurred.

Should you require any further information please let me know

Kind Regards

A large black rectangular redaction box covering the signature area.A small black rectangular redaction box covering the name.

Director

WCG Abbey Ltd