



Department
of Health &
Social Care

From [REDACTED]
Minister of State for Care

39 Victoria Street
London
SW1H 0EU

Our ref: [REDACTED]

Jyoti Gill,
HM Assistant Coroner for Manchester South
Coroner's Court,
1 Mount Tabor Street,
Stockport,
SK1 3AG

By email: [REDACTED]

1 May 2025

Dear Ms Gill,

Thank you for the Regulation 28 report of 19th March 2025 sent to the Secretary of State about the death of Winnie Harrop. I am replying as the Minister with responsibility for hospital and community discharge.

First, I would like to say how saddened I was to read of the circumstances of Ms Harrop's death, and I offer my sincere condolences to her family and loved ones. The circumstances your report describes are concerning and I am grateful to you for bringing these matters to my attention.

Your report raises concerns over a lack of clear health and social care guidance on hospital discharge, specifically under what circumstances it is appropriate to send a patient back to a care home.

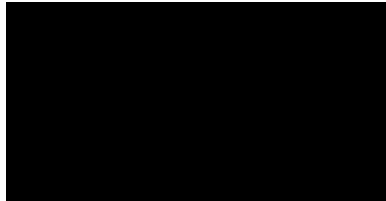
There is in fact clear guidance on this issue, which can be found under section four of the published [‘Hospital discharge and community support guidance’](#). This statutory guidance dictates that support should extend beyond discharge itself, and that local areas should have agreed protocols for collaborating with onward care providers about an individual's hospital discharge through the care transfer hub. This should include agreed pathways for raising any concerns post-discharge and how to resolve these, including where care providers are required to make changes to care plans.

Evidently, in Ms Harrop's case, there was a new requirement for oxygen, and a need for a reassessment of her discharge plan. It is the responsibility of NHS England to engage with trusts to ensure that the statutory discharge guidance is followed. As such, in preparing this response, my officials have made enquiries with NHS England to ensure that we adequately and fully address your concerns. I have been made aware that they are preparing their own response to this PFD report, which will incorporate regional input to provide additional context and explanation for this very sad case.

Once again, I would like to offer my sincere condolences to Ms Harrop's family. This situation is an unacceptable one, and I am truly sorry for the devastating and irreversible consequences this has had. I can assure you that my officials are working with colleagues in NHS England, to ensure this situation is avoided at all costs in the future, and that local systems follow and embed the existing guidance.

I hope this response is helpful. Thank you for bringing these concerns to my attention.

Yours sincerely,



MINISTER OF STATE FOR CARE