

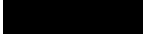




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Date 3 June 2025

BY EMAIL ONLY

Ms Alison Mutch OBE
Coroner
HM Coroner's Office
1 Mount Tabor Street
Stockport
SK1 3AG

Dear Ms Mutch

Bernard Lyons (Deceased) – Response to Regulation 28 Report

Thank you for your Report in relation to the outcome of the Inquest into Mr Lyons' death. There are several actions that we have taken as a Local Authority to ensure we avoid these failings in the future.

We have revised our Multi Agency Concern (MAC) process to stipulate that providers are notifying families where there are concerns within the home. We will be launching the guidance with providers in the coming months, following sign off through our governance process. In the meantime, the MAC meetings stress the importance of notifying families where there are any concerns within homes that are subject to the MAC process.

Our CQC colleagues are always invited to the MAC meetings and we also have regular monthly meetings with the lead inspector to impart any concerns that we may have.

We have undertaken a review of the Commissioning Team structure and increased the number of quality monitoring officers. We are implementing more robust contract monitoring processes and quality visits to ensure we are working with all the homes more closely. This will identify any issues that may arise in relation to staffing, recruitment and language barriers.

All providers will be expected to attend Provider Forum Meetings so that we can share any learning and be made aware of any potential issues by providers.

Yours sincerely




**Head of Commissioning
Adult Services**