

David Reid  
HM Senior Coroner for Worcestershire  
Coroner's Court  
The Civic  
Martins Way  
New Street  
Stourport-on-Severn  
DY13 8UN

14<sup>th</sup> August 2025

Dear Mr Reid,

**Regulation 28 Report to Prevent Future Deaths - Vera Kathleen Fortey**

Vera Forety was a valued resident of The Willows Care Home and we are deeply disappointed at the findings of the Inquest. We investigated the concerns raised in the Regulation 28 Report and can confirm the action taken.

The Manager who was in post prior to September 2024 returned to her role as Care Home Manager in May 2025. She has nine years of experience in managing the home and is fully familiar with its reporting, auditing and computer systems.

To address the specific items raised in the Regulation 28 Report we drew up an action plan that covered:

1. Managing unwitnessed falls and seeking medical attention;
2. Record keeping and auditing; and
3. Staff training.

A copy of the action plan is contained at Appendix 1.

As part of the action plan, fall prevention and management training was provided by Acute Training Solutions Limited on 24 July 2025. A copy of the training certificates is contained at Appendix 2. Page 17 of Appendices bundle outlines the learning objectives for the course.

In addition, further training was provided to the carers and Home Manager on the core functionality of the Care Docs Portal. An outline of the training provided by Care Docs is contained at Appendix 3. I trust that this provides you and Mrs Fortey's family reassurance that the home has taken onboard the concerns raised and made requisite changes.

Yours sincerely,



Director, Green Range Limited