

To: **HMAC County Durham and Darlington**

Attn. Rebecca Sutton, assistant coroner, for the coroner area of County Durham and Darlington in reply to your report dated July 10th 2025

First and foremost, I was deeply saddened by the passing of Mrs. Patricia Heaviside as dear each and every tenant of Howlish Hall.

Following your report and conclusions I would like to hereby strongly reply, together with testimonies taken from the care home and proof that the report is inaccurate to say the least.

As owner, I have never in almost 10 years of ownership hesitated to invest in the care home in any matter in general and safety of the tenants in particular, including throughout Covid and more. Some of the so-called facts described in the report are false and will allow me to pursue legal action against all involved. I strongly believe that this false report, established on hearsay, is one if not the biggest catalyst to the closing of Howlish Hall.

I hereby enclose testimonies from our [REDACTED] [REDACTED] that the building had 12 working sensor mats to prevent falls as opposed to what stated. Moreover, the [REDACTED] has withdrawn her first statement and stated she was mistaken and above this, we are aware that [REDACTED] has tampered with the sensors.

Your report was done based on hearsay with [REDACTED] the [REDACTED] testimony about Owner not buying Sensors Mats, while Howlish Hall have the best known Digital AI Powered Urgent Calling System in all the County! without checking facts, without investigating further and with careless view on the actual circumstances that will lead me to address [REDACTED] for libel and slander, the report that was published gave tailwind to very negative advertisements in Nationwide Media, BBC and the Northern Echo, they used unauthorised stolen photos from the home along with insult from the global public assuming Howlish Hall is "killing" its service users, specially the case of the late Mrs Heaviside who lack mental capacity, that had a snowball effect to the closing of Howlish Hall Care Home.

Howlish Hall has always taken seriously the safety and well-being of his Service Users, we have kept on record for the CQC, a list of last Service Users before closing the home and a list showing all of them had falling sensors and detecting material.

[REDACTED]  
on Behalf of Williams & Spenceley Ltd

