

23rd July 2025

Ms M. E. Voisin
His Majesty's Senior Coroner
The Coroner's Court
Old Weston Road
Flax Bourton
BS48 1UL

Dear Ms Voisin

**Re: Regulation 28 Report – Death of Melissa Louise Mathieson
Alexandra Homes (Bristol) Ltd – Response to Prevent Future Deaths**

I write further to your Regulation 28 Report. As the Responsible Individual for Alexandra Homes (Bristol) Ltd, I wish to express our continued condolences and reiterate our commitment to ensuring the safety and wellbeing of all individuals in our care.

In response to your request that action be taken to prevent future deaths, please find enclosed our updated Report on Action Taken to Prevent Future Deaths, dated 23rd July 2025. This document builds on the report submitted to you on 14th July 2025. For completeness and clarity, the concerns raised in your report have been directly addressed, with updates and new actions highlighted in red throughout.

To assist your review, I have also enclosed the following supporting documents:

- **Memo to Staff** – Introduction of the *New Resident, 6-Week Observation & Review Record*, including: Associated Guidance for completion.
- **Client Referral Form** – Revised to improve the quality and depth of pre-admission information.
- **Compatibility Profile & Impact Assessment** – A new framework to assess the risks and appropriateness of potential admissions in the context of existing residents.
- **New Resident – 6 Week Observation & Review Form** – This new form is designed to provide a structured and consistent approach to monitoring each new resident during their initial six weeks in our care

These documents reflect the serious and sustained efforts made to strengthen our processes, enhance risk management, and improve professional practice across our service.

I would be grateful if you could confirm whether the actions outlined satisfy the requirements of your Regulation 28 report, or whether any further clarification or steps are required.

Thank you for your attention to this matter and for your ongoing role in safeguarding the welfare of vulnerable individuals.

Yours sincerely

A solid black rectangular box used to redact a signature.

Registered Manager
Alexandra Homes (Bristol) Ltd