

[REDACTED]

HM Coroners Administration Support Officer

Gloucestershire Coroners Court

Corinium Avenue

Barnwood, Gloucestershire

Dear [REDACTED],

We are responding to the report received regarding the incident at Oak Tree Mews.

We have taken this incident very seriously and have implemented several changes in the home.

The manager at the time of the incident is no longer working at Oak Tree Mews due to personal reasons. The new manager [REDACTED] has worked in care since 2003. She is fully aware of the incident and has worked alongside myself to implement the changes.

- [REDACTED] carries out a full pre assessment which ensures all nutritional needs can be met, including allergies, swallowing difficulties etc.
- Care plans are created to ensure any SALT information etc. is included and they are updated as and when needed.
- When completing care plans all risks are identified and appropriate agencies would be involved and their advice followed.
- Care plans are updated regularly according to the needs of the residents, this will then be discussed with all staff.
- A senior lead has been appointed to work alongside [REDACTED] and staff to help with management and communication, as well as assisting the manager with paperwork etc.
- We have introduced protected lunch times where we encourage family members not to visit relatives at this time. The manager and myself when at the home are also present in the dining room during lunch service and regular meal time experiences are completed.
- The layout of our dining area has been changed as a result of completing a meal time experience to ensure that all residents are clearly visible whilst eating and that there is enough access room for residents and the staff.
- Staff lunch breaks have been amended to ensure that all staff are present during lunch service.
- Family members were given a letter to explain about our protected lunch times and that we would like them to declare any food being brought onto the premises.
- We have a digital signing in system now for all visitors to the Home and on the screen we have a notice which they have acknowledge, reminding them to make staff aware of any food they are bringing onto the premises.
- We also encourage all our residents to have meals in the dining room to make them visible.
- All staff complete First Aid training on our online system. Staff have also had intensive in house first aid training, which was a course that lasts 3 years.
- Dependency levels are checked and updated to continue to ensure correct staffing levels.

We ensure that the quality of care provided is in the best interest of our residents.