



Mr Andrew Fox
 Senior Coroner for Cornwall & the Isles of Scilly
 H.M Coroner's Office
 Pydar House
 Pydar Street
 Truro
 Cornwall
 TR1 2AY

reference

Date: 4th February 2026

Dear Mr Fox

RESPONSE TO REGUALTION REPORT TO PREVENT FUTURE DEATHS

This formal response addresses your report submitted under paragraph 7, Schedule 5 of the Coroners and Justice Act 2009, and Regulations 28 and 29 of the Coroners (Investigations) Regulations 2013, dated December 10, 2025. The report follows the tragic death of Izzah Fatima Ali, who passed away at 9 months old on September 7, 2024.

Firstly, we wish to reiterate our deepest condolences to Izzah's family. We acknowledge the significant implications of this case and the seriousness of the concerns expressed by the coroner.

It is acknowledged that, during the inquest into the death of Izzah Fatima Ali, the evidence presented identified the following matter of concern:

- *I wanted to ensure that the authors of the Essential Guide to feeding your Baby that I was told was being re-produced were aware of the facts of this case. I wanted them to reflect on whether the revised Guide needed to state that giving cow's milk to an infant under the age of one was not advised because it ran the risk of preventing the absorption of iron from other sources and causing anaemia.*

I would like to assure you and the family of Izzah Fatima Ali that we have thoroughly reviewed the concerns raised in the Regulation 28 report and have either implemented or planned the actions detailed below.

Funding secured for rapid mitigations

- Public Health has agreed to repurpose a £65,000 PHN underspend, enabling: £35k to rewrite/update the 'Essential Guide to feeding and caring for your

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baby' (including content on risk of animal milk/iron deficiency and translation to priority languages) and ~£30k to strengthen interpreter/translation solutions across the service.

Essential Guide — update implemented

- [The Essential Guide to feeding and caring for your baby](#) (digital version) has been updated (December 15, 2025) to include explicit guidance on use of animal milk as a main drink and iron deficiency risk. This has been updated on the website and PDF version, and this can be translated to other languages using 'Recite Me' on the website. A new fully updated version will be written by the Specialist Health Visitor for infant feeding for Cornwall Council in collaboration with health colleagues, and this will be available in print as well as a digital version.

Staff training and mandatory webinar

- A mandatory Infant Feeding webinar for all staff has now taken place, this included cultural baby feeding practices, professional curiosity and the use of professional interpreters. Staff that did not attend due to days off, annual leave, sickness etc. have been asked to watch the recorded webinar and sign to say that this has taken place. This will also include staff from other services who may be in contact with children who are bottle feeding, i.e., Core Parenting team, Family Hub staff etc.
- All staff across the service have been asked to complete their refresher training on cultural capabilities.
- We have also arranged for an all-staff webinar on cultural awareness.
- A Learning from Experience safeguarding webinar has also taken place from our safeguarding team within Public Health Nursing, this has included the process of attending coroner's court and also discussed the issues raised not only from our service but any learning that may have an impact on our service or that we can learn from.

Policy/Standard Operating Procedure alignment on interpreter/translator services across the organisation

- A meeting has taken place with the resettlement team within Cornwall Council on January 23, 2026. Within this meeting we discussed how we can make any improvements and work closely together to ensure we are meeting the needs of families where English is not their first language. Draft Standard Operating Procedure (SOP) on Interpretation and Translation has been updated to reinforce professional use of interpreters and safeguard practice which also includes the importance of documenting need in record.

External best practice initiated

- Our South West, Department of Health and Social Care representative, from the Department of Health and Social Care. Health and Wellbeing Programme

Manager for Maternity Children and Young People has reached out nationally to horizon scan national practice on translator services across Health Visiting and School Nursing and has shared examples of good practice, this can then be added to the updated SOP.

- We have met with the Senior Clinical Lead from the 0-19 Clinical Programme Unit from the Department of Health and Social Care to discuss terminology and advice regarding bottle feeding, and there has been no change nationally to the term bottle feeding. We will be providing further guidance and training to staff through the webinars arranged regarding professional curiosity in relation to formula/bottle feeding and we have updated all training that is provided in relation to infant feeding.

The following time frame has been put in place:

0-4 weeks (risk reduction)

- [The Essential Guide to feeding and caring for your baby](#) (digital version) has been updated with translated versions available.
- Deliver mandatory webinar focusing on language/terminology, professional curiosity, and safe formula guidance by the end of January 2026.
- Confirm interpreter pathway and procurement/enablement options using the draft SOP as baseline.

1-3 months (embed)

- Finalise Interpretation SOP and publish, provide service wide training to all staff.
- Audit and Quality Assurance: add targeted checks on “what’s in the bottle” recording and interpreter usage.
- Communication to partners: harmonise terminology and advice; share Essential Guide update and SOP highlights.

3-6 months (assurance and demonstrate impact)

- Post-implementation review: measure webinar completion, training compliance, interpreter bookings, and incidents.
- Parent-facing assurance: update Family Hubs and Advice Line staff; align with national initiatives.
- A fully updated version of the Essential Guide will be produced within the next 4-6 months using underspend from Public Health Nursing.



I hope I have provided reassurance to you and the family of Izzah Fatima Ali about the learning that has and will continue to take place as a consequence of her sad death.

Yours sincerely



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