Norfolk County Council

Norfolk Swift Response
Norfolk County Council
Martineau Lane
Norwich
NR1 2DH

Private / Confidential
Johanna Thompson
Norfolk Coroners Court
County Hall
Norwich
NR1 2UA

Date: 17.02.2026

Sent Electronically by Email

Dear Johanna Thompson

Subject: Regulation 28: REPORT TO PREVENT FUTURE DEATHS

I am writing in relation to the Investigation and Inquest into the passing of Jean Groves, who sadly died on 24 March 2025, and the associated Regulation 28: Report to Prevent Future Deaths. I am the Registered Service Manager for the Swift Response Service, and I would like to express my sincere condolences on Jean's passing.

The Swift Response Service works closely with the East of England Ambulance Service (EEAST), accepting non-injury falls and no-response alarm activations via their Access to the Stack (A2S) portal.

On the morning of 24 March 2025, access records indicate the Swift Response Service received a referral from EEAST to attend a no-response alarm activation for Jean. At 06:23, the on-duty manager accessed Jean's Liquid Logic record (our Social Care reporting system) to review the information held, they would have specifically looked for access details, as these had not been provided by EEAST.

As no access details were recorded on the system, the referral was subsequently declined and returned to EEAST. If we have no access details recorded on the A2S referral portal or the Service Users Social Care record our process is to decline the referral and return to Stack. In accordance with our usual process, details of declined referrals should be recorded on the Service User's Social Care record. Unfortunately, in this instance, no such record was created. This was an internal recording error; it had no impact on our decision making.

The manager on duty at the time does not remember the referral. He has confirmed that he is fully aware of the correct procedure, which requires the creation of a contact on the Service User's record outlining the referral and the reason for its decline. He acknowledges that he did not follow this process on this occasion and has assured that he will adhere to it strictly going forward.

To prevent a recurrence of a recording error a communication is being issued to all Operational Managers and Reablement Liaison Officers responsible for triaging incoming referrals. This will remind staff that every referral—whether accepted or declined—must be recorded on the Service User's Liquid Logic record, and that all attempts to obtain access details must also be clearly documented to ensure a complete and transparent audit trail.

If you require any further information, clarification, or documentation, please do not hesitate to contact me

Yours faithfully

███████

Registered Service Manager (Nights)
Swift Response Service