

Dear Mr Wilson

Thank you for sending us the Regulation 28 report regarding Delaheys Nursing Care Home and the sad death of Bonita Cleary.

I was unsure if CQC were a named responder or if the Regulation 28 report was for our information/intelligence. Please could you let me know?

I hope the following is of use in the interim:

CQC inspectors have re-assessed our analysis of the original notification of death by the provider and been in touch with the provider to gain assurances about people's immediate safety, about what lessons can be learned from the incident, and the evident need for further exploration of the DNACPR/reversible cause considerations.

In terms of re-inspecting the service we have considered this. We have assessed other recent cases and notifications to see if there are other areas of concern, and will continue to review this dependent on the assurances we receive from the service. It is pertinent to note that, from January, CQC has reviewed its approach to prioritising inspections, meaning that this service falls into one of the higher priority categories: "Services with older ratings, to keep ratings current and reliable." We will therefore look at lessons learned from this incident at that next inspection. I cannot confirm the date of that inspection at this time as it will depend on our scheduling of inspections quarter by quarter, but it will be comprehensive and unannounced, and is categorised as a priority.

In the meantime, we have shared the broader concerns raised regarding understanding of DNACPRs where there may be a reversible cause, with our Senior Specialists team. They have responsibility in CQC for upskilling staff in areas of practice. CQC is responsible for ensuring providers are compliant with regulations, but it also has an improvement function - thank you for highlighting this area of concern regarding training/knowledge, which the senior specialists will review.

- * Please could you confirm if you require anything further from CQC regarding this matter?
- * Please could you also confirm if you give consent for us to share the report with the care home's commissioners at the local authority, to inform their local quality and safety oversight arrangements (who may consider the broader DNACPR issue across all their services)?

Many thanks for your help with this matter. Please feel free to call me if you have any questions.

Kind Regards

[REDACTED]

Operations Manager

Care Quality Commission
Network North
Operations Group



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