

[REDACTED]

From: [REDACTED]
Sent: 05 June 2026 12:46
To: [REDACTED]
Subject: FW: Regulation 28 following the inquest of John HAY

Categories: [REDACTED]

[REDACTED]

Good Morning,

Please accept my sincere apologies for the delay in responding to your Section 28 request.

Since 2 April 2026, West Northamptonshire Council has been liaising with the Care Bureau to further investigate the concerns you raised. In addition, we have been in contact with [REDACTED] from the Care Quality Commission (CQC), who has also been reviewing these matters.

[REDACTED] has shared feedback with the Council from the Nominated Individual at the Care Bureau, outlining the actions taken to address the concerns raised by the Coroner.

Furthermore, West Northamptonshire Council has engaged with the Adult Quality Team, who have been made aware of your concerns. They have confirmed that anticoagulant management will be a key focus during future monitoring visits at the Care Bureau, as well as across wider provider services.

Taking all of the above into account, West Northamptonshire Council is satisfied that appropriate measures have been implemented to address the concerns and reduce the likelihood of similar issues arising in the future.

Kind Regards

[REDACTED]

Team Manager
Assurance Hub – Safeguarding Adults Team
People Services

[REDACTED]



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Council

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