



Response to Regulation 28 Report – Susan Dale

1. Documentation and Governance

As part of the Home's ongoing commitment to continuous quality improvement, a new electronic care management system has recently been introduced to replace the previous record-keeping platform. Staff training is currently being delivered as part of the phased implementation to ensure all staff are confident and competent in using the new system.

The platform incorporates integrated accident and incident reporting, body maps and observation charts, providing a streamlined and consistent approach to recording and reviewing incidents.

This system ensures time stamped and consistent logs are made which are then reviewed by management for further action before they can be signed off. Furthermore, all seniors have been instructed to use the 'witness' portions of these forms to ensure two members of staff are logging one accident at the same time to ensure consistency.

The incident reporting process now incorporates a structured three-stage workflow:

- The attending care staff member records the initial details of the incident.
- The senior member of staff reviews the information, completes any additional documentation required and authorises the record.
- The incident is then electronically escalated to management for review, oversight and confirmation that any appropriate follow-up actions have been considered.

In addition, monthly governance audits of all accident and incident records have been incorporated within the new system. These audits provide ongoing oversight of documentation, support continuous monitoring of practice and assist in identifying further opportunities for staff development and service improvement.

2. Reinforcement of Training and Professional Development

The Home recognises the importance of continually strengthening staff knowledge and maintaining a consistent approach to the assessment and management of incidents.

To support this commitment, additional training and educational sessions are being delivered to reinforce existing policies and procedures relating to witnessed falls, unwitnessed falls and situations where a resident has sustained an injury or is unable to explain what has occurred.

A dedicated staff meeting and practical learning workshop has been scheduled for **9 July 2026**, during which staff will revisit the home's procedures for assessment, observation, escalation and documentation. The session will further reinforce the circumstances in which advice should be sought from NHS 111 or emergency services, ensuring staff remain confident in recognising when urgent clinical assessment may be appropriate.

As part of this programme, all staff will receive comprehensive guidance notes covering:

- the assessment of residents following falls or suspected injuries;
- circumstances where residents should **not** be moved, including where head, neck, spinal, pelvic or hip injuries are suspected;
- indicators requiring immediate escalation to emergency services;
- post-incident observations and ongoing monitoring;
- documentation standards; and
- internal reporting and management escalation procedures.

These sessions form part of the Home's wider programme of continuous professional development and are intended to further enhance staff knowledge, promote consistency of practice and support the delivery of safe, person-centred care.

3. Reflective Supervision

Reflective supervision sessions have commenced for the staff members involved in the incident, beginning on **29 June 2026**.

These sessions are being undertaken as part of the Home's routine commitment to professional development and reflective practice. They provide an opportunity to reinforce existing policies and procedures, discuss learning points, identify any additional training requirements and support continued professional growth.

The Home remains committed to maintaining high standards of care through ongoing education, regular competency assessments, robust governance processes and continual review of practice to ensure learning and development remain embedded throughout the service.

4. Documentation Updates

Policies of the month at Westfield are now already in circulation in which an emphasized and updated Falls policy will also be given to any existing and any new staff. A system of Resident of the Day has also already commenced which demonstrates:

- care plans reviewed
- risk assessments reviewed
- mobility checked
- falls risk updated
- documentation audited

A new structured handover process is now replacing the old paperback diary format at Westfield ensuring all members of staff can access the same information readily, to ensure all staff are well educated on each residents health.

Westfield Residential Home recognizes the importance of continuous quality improvement and will continue to monitor the effectiveness of these measures through regular audits, competency assessments, governance meetings, and

management oversight to ensure they remain effective and responsive to residents' needs.