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17 August 2026

Miss Sally Robinson
East Riding and Hull Coroners
The Guildhall
Alfred Gelder Street
Hull
HU1 2AA

Dear Assistant Coroner Robinson

Regulation 28 Report to Prevent Future Deaths – Mrs Pauline Margaret Bradley

Thank you for your Regulation 28 Report to Prevent Future Deaths dated 24 June 2026, issued following the inquest into the death of Mrs Pauline Margaret Bradley. We again express our sincere condolences to Mrs Bradley's family.

The Trust has carefully considered the concerns raised about family involvement, the availability of falls mats or sensors in Ward H90 cubicles, and patient oversight during handover.

The Trust notes that there is substantial overlap between these concerns and those addressed in the earlier Regulation 28 report concerning Mrs Patricia Irene Walker, which also related to a frail patient, falls risk and the delivery of enhanced care on Ward H90. The Trust responded to that report on 16 March 2026. We nevertheless welcome the opportunity to provide the following further assurance about the work already undertaken or planned.

Safer staffing and enhanced care

The earlier response set out the Trust's existing arrangements for managing staffing risk. These include daily staffing meetings across all sites, with ward-level staffing, patient acuity and red-flag concerns escalated into twice-daily Trust-wide safe-staffing meetings chaired by a Nurse Director. Out of hours, Site Matrons provide senior clinical oversight of redeployment, temporary staffing and enhanced-care arrangements.

The Humber Health Partnership has also undertaken a comprehensive safer-staffing establishment review using recognised safer-staffing tools and triangulation with patient outcomes. The Boards-in-Common approved investment in red-rated areas as a patient-

safety priority. Ward H90 was identified as a red-rated area, with a recommended uplift in Health Care Assistant capacity for 12 hours each day.

This work is intended to strengthen the delivery of fundamental care, including observation, rounding, toileting support and timely response for patients at risk of falling, while reducing reliance on short-term staffing mitigations.

Putting Patients First

Falls prevention will also be supported and assured through the Humber Health Partnership's Putting Patients First Accreditation Programme. Ward H90 is included in Cohort 3 of the programme.

Putting Patients First is a Group-wide multidisciplinary accreditation programme aligned to the Care Quality Commission's five key lines of enquiry. It draws on audits, incidents, complaints, workforce and learning reviews; patient and staff engagement; review of clinical records; observation of the care environment; and review of the patient journey.

The documented standards relevant to the Coroner's concerns include:

- slips, trips and falls audits;
- completion and review of falls-risk and multifactorial assessments;
- timely completion of intentional rounding;
- staff understanding of escalation where staffing is not as planned;
- involvement of patients and families or carers in assessment and care planning; and
- review of patient records and direct observation of the ward environment and staff practice.

The programme has five stages: self-assessment, completion of an improvement journey, collaborative review of data and the accreditation application, a team review and readiness check, and formal accreditation assessment including a visit to the ward. Ward H90's participation will therefore provide a structured process for assessing compliance with relevant falls-prevention standards, identifying areas for improvement and testing whether those improvements are embedded in practice.

Visiting and family involvement

The Humber Health Partnership approved a new Visiting Policy and Framework in June 2026. The policy establishes a flexible, inclusive and person-centred approach to visiting across the Group, including an individualised approach and open access for an identified care partner when required by the patient.

The policy recognises that families and carers can provide valuable information, reassurance and support and should be involved collaboratively where appropriate. Their involvement sits alongside, and does not replace, the Trust's responsibility for falls assessment, required observations, enhanced supervision and other clinical care. The Trust cannot conclude that family presence would necessarily have prevented Mrs Bradley's fall or death; however, the policy provides a clearer framework for involving families and care partners in assessment and care planning.

Monitoring and assurance

The impact of the safer-staffing work will continue to be considered through the Trust's established staffing and quality governance arrangements, including triangulation of staffing information with patient outcomes and incident learning. Putting Patients First will provide additional ward-level assurance through Ward H90's self-assessment, improvement work and formal accreditation process.

Taken together, the Board-approved staffing investment, the Putting Patients First programme and the Visiting Policy provide a Trust-wide framework, with specific application to Ward H90, for strengthening falls prevention, family involvement and the delivery of safe fundamental care.

We hope this response provides assurance that the Trust has recognised the risks identified and has plans in place to assess and strengthen falls prevention on Ward H90 and across the wider organisation.

Yours sincerely,



Group Chief Executive