

RE: Inquest into the death of Mrs Freedman – Response to Regulation 28 Report / Coroner's Concerns

Dear Coroner,

I am writing on behalf of Swiftclean UK Ltd in response to the concerns raised regarding the Legionella Risk Assessment (LRA) we conducted at Wensley House Care Home following the tragic passing of Mrs Freedman.

We wish to extend our deepest condolences to the family and friends of Mrs Freedman. We recognize the vital importance of the Coroner's role in ensuring public safety and preventing future tragedies, and we treat your feedback with the utmost seriousness.

For clarity of context, Swiftclean was not the contractor responsible for the legionella management, monitoring, or risk assessments at the care home at the time of the resident's death. We were subsequently contracted to assist with the water safety monitoring and to conduct a new Legionella Risk Assessment.

Swiftclean have been a member of the Legionella Control Association (LCA) for over 20 years and therefore we are subsequent to an annual audit to assess our competency, processes and procedures, in line with LCA Code of Conduct, ACoP L8, and HSG274 guidelines. We have maintained our certification throughout this period. Our Legionella Risk Assessment reporting procedure, was audited in April 2024 and no major non conformances were identified at the time. The Legionella risk assessment that Swiftclean conducted at Wensley House Care Home in March 2025, followed the process that was audited in 2024 by the LCA.

However, we acknowledge your statement that the initial risk assessment we produced post-incident was not robust or compliant. Although we requested via the Coroners Office, more detail around the reasoning on this statement, we were advised that this could not be provided. Therefore, to address this immediately and transparently, we submitted our assessment to the Legionella Control Association (LCA) for an independent, objective audit. This audit was conducted in line with the most recent 2026 standards (which has been updated since our 2025 risk assessment). The LCA identified a number of non-conformances within our report, which we are in the process of addressing.

To reassure you, and for our continued improvements, we have implemented an immediate, comprehensive action plan to rectify these non conformances and meet the latest standards set out by the LCA.

1. Rectification of the Site Risk Assessment

- **Immediate Re-Assessment:** We will be commissioning a senior, fully qualified water safety consultant to re-conduct the Legionella Risk Assessment at Wensley House Care Home (on receipt of an order from the client). This new assessment will be conducted in line with the recent 2026 standards.
- **Rigorous Peer Review:** Moving forward, the revised assessment will undergo a strict internal technical review before being finalized and issued to the care home management to ensure absolute accuracy and safety compliance.

2. Quality Assurance and Procedural Overhaul

- **LCA Action Plan:** We are working directly with the Legionella Control Association to close out the specific non-conformances identified. Our standard operating procedures for generating risk assessments are being updated to ensure they align with current the LCA Code of Conduct, ACoP L8, and HSG274 guidelines. We aim to complete this by the end of October 2026.
- **Standardised Templates:** We are in the process of updating our reporting templates to ensure that we are capturing the areas in more detail, in which the LCA fed back on. We aim to complete this by the end of October 2026.

3. Enhanced Communication with the Duty Holder

- **Escalation Protocols:** We have been in communication with the Duty Holder at Wensley House Care Home, to ensure that all remedial actions highlighted within the current Legionella Risk Assessment, have been addressed and actioned, prior to conducting a review.

Swiftclean is fully committed to upholding the highest standards of legionella control and public safety. We believe the steps outlined above demonstrate our proactive commitment to learning from this process, and ensuring that our future assessments leave no room for ambiguity.

We hope this response provides you and the family of Mrs Freedman with the necessary reassurance that robust measures have been taken to prevent future incidents.

Yours sincerely

Kind regards

[Redacted Signature]

Director of Operations



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