

Statement made by the family of Phyllis

“I would like more detail in my statement of disagreement with the report

This should highlight the lengthy conversation re the safeguarding policy at the time, where 7.34 an alert was a referral this was agreed at the meeting. Also the flow chart should be read with the guidance notes of the policy, ie it's not just the fall but the number of falls, etc.

It was established, fact, that the safeguarding policy was not followed and my mother lacked capacity, which shows it should have gone to investigation.

Regarding exit point, there is no reference to exit points in the note.

I am totally against this watered down statement, and we have not agreed to any of the report because there is no learning from events. The fact is, there was a policy in place and it was Not followed, so this is negligence at the highest level, ie. Incompetent staff. Also the level of professionalism was poor in the way information was gathered and reviewed and then to say at the Coroners Court this information had been destroyed, is a poor excuse.

Also, the care home had poor systems and poor training in Falls, in fact, the notes prove this home was not capable of caring for a person with a falls history, this is proven with the lack of technology and training in the use of.

So, regarding learning from events, in 2013 there were enough systems in place which should have safeguarded my mother from her horrendous death, I would expect to see this statement in the final report.

The Coroner's inquest is a place to learn, but when you have the council defended by solicitors this becomes impossible. Even then we had managers of the home who still didn't know the safeguarding policy and procedures for falls. Also the handover in the home was poor. The walking frame was left in the room even though they had been told to remove it, so basic communication handover was non-existent. Within the health care industry hand-over has clear guidance.

So please - none of this is learning from events.

I expect this total statement from the family to be in the final report.”