

ACTION PLAN: Billy-Jo Rye, resident at Fleming House Approved Premises. Died of Pneumonia on 21 May 2017.

No	Recommendation	Accepted / Not accepted	Response	Target date for completion and function responsible	Progress (to be updated after 6 months)
1	The manager of Fleming House should ensure that where a resident is found unresponsive, staff call an ambulance immediately.	Accepted	Managers in all approved premises in the division have been told to instruct staff that, once a decision has been taken to wake up a resident, this must be followed through, including medical help if it is not possible.		
2	The manager of Fleming House should ensure that all staff working at the approved premises are first aid trained.	Accepted	This is in place. Further first-aid training is being arranged for staff who have recently joined NPS.		
3	The manager of Fleming House should ensure that following a death, the resident's family is provided with appropriate support and offered financial assistance with funeral costs in line with national guidance.	Accepted	All relevant staff will be reminded that a resident's next of kin should be contacted at the earliest appropriate opportunity, including outside normal working hours, which did happen in this case. All relevant staff will also be briefed regarding the importance of ensuring that the resident's next of kin and/or family are provided with details of the NPS point of contact for continuing support, including the offer of financial assistance with funeral costs.	31 January 2018	

Comments