

Wednesday 5th July 2017

Dear Gary – good evening and I hope you are well?

Derek and I have read with interest the story on your website about the sad death of Daniel Tozer and felt it was an interesting and thoughtful piece. We are pleased that you felt able to write this blog and we respect the opinions you have voiced.

Apologies for taking a little time to get back to you. As we are sure you will understand we wanted to ensure we came back to you with as full a picture as possible. We could only do this once we had met at the end of last week with the CQC which has naturally taken an active interest in Daniel's death as well as the communications around it.

First and foremost, we want to reassure you and your members that Royal Mencap Society puts the highest priority on the welfare of the people we support and always will do. Our services are safe. In England, CQC inspect our services and 97% of these have been rated as good or outstanding. This performance is significantly higher than the ratings recorded by CQC across the adult social care sector and learning disability sector. We work hard to achieve this and we are proud of this performance. We can only maintain and build on this if we continuously learn from our experiences.

Daniel's unexpected death in September 2015 was a tragedy. Everyone involved in his care was deeply upset by it and we continue to extend our condolences to his family, with whom we have been in regular contact.

Immediately following his death and subsequently we have worked closely with the local authority, the Coroner and the CQC to ensure that they had all the facts to make their independent assessment of the circumstances of his death. A report by City of York, which commissioned Daniel's service, has completed by an independent reviewer and found that Mencap's care did not cause Daniel's death. Neither the Coroner nor the Care Quality Commission took further action following their reviews of the circumstances of Daniel's death.

The report described the experiences of Daniel's family and identified areas where improvements could be made, particularly in how we engage with and work with families. We have already put many improvements in place and CQC rated the service as GOOD in its most recent inspection in March 2017.

We have spoken with local families to better understand their views about the service we provide to their family member and we are planning a programme of work to further support our work with families. Also, CQC when they last inspected our services in York spoke directly to fourteen families to gain a sense of their experience.

We have and will avoid engaging in social media discussions about Daniel's death and most recently the City of York report. In our experience these tend not to be very productive.

We would be happy to discuss this further if you care to meet?

Yours sincerely

Derek Lewis – Chair Royal Mencap Society
Janine Tregelles – CEO Royal Mencap Society

Centre of Engagement
123 Golden Lane
London EC1Y 0RT
T: 020 7454 0454
F: 020 7608 3254

www.mencap.org.uk

Learning Disability
Helpline 0808 808 1111
help@mencap.org.uk

Patron
HRH The Countess
of Wessex GCVO

Chairman
Derek Lewis

Chief executive
Janine Tregelles