

**Patient Safety Incident Response Plan 1 April 2024 to 31 March 2025  
Easy Read version**

- **Our name is First Community Health and Care.**
- **We provide NHS health care services.**
- **We provide services to people living in east Surrey and parts of West Sussex.**

**First Community want to work with people in this area to deliver better healthcare for everyone. Part of this will mean learning to deliver our services more safely.**

**To do this First Community will closely look at incidents to understand them and to find ways to make things better.**

**From 1 April 2024 to 31 March 2025 First Community will look at learning about:**

- 1. Patients who fall on our ward at Caterham Dene hospital**
- 2. How to give the drug insulin more safely in patients own homes**
- 3. People who fall in their own homes**
- 4. How medicines are given to patients on the ward at Caterham Dene Hospital.**

**To learn more about the work First Community are doing please do contact us. You can choose how to contact us by visiting this page on our website: <https://www.firstcommunityhealthcare.co.uk/contact-us>**