



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

Ysbyty Gwynedd, Penrhosgarnedd, Bangor,
Gwynedd, LL57 2PW

PRIVATE & CONFIDENTIAL

Mr John Gittins
HM Coroner's Office
County Hall
Wynnstey Road
Ruthin
LL15 1YN

Ein cyf / Our ref: [REDACTED]

Eich cyf / Your ref:

Rhif Ysbyty / Hospital Number:

Rhif GIG / NHS Number:

☎: [REDACTED]

Gofynnwch am / Ask for:

Ffacs / Fax: [REDACTED]

E-bost / Email: ConcernsTeam.bcu@wales.nhs.uk

Dyddiad / Date: 30th January 2015

Dear Mr Gittins

Response to your Regulation 28 Report following the Inquest into the death of Mr Anthony Gwyn Williams

I write further to your Regulation 28 Report following your investigation into the circumstances of Mr Williams' death. Thank you for providing the Health Board with the opportunity to advise you of the steps we are taking to improve our Mental Health Services and prevent future deaths.

During the course of your Inquest I acknowledge some of the evidence produced revealed matters that gave rise to concern as follows:



1. Although a memorandum from the Chief of Staff was circulated to all Medical, Inpatient and Psychiatric Liaison staff on 8 September 2014, it did not provide these staff groups with any guidance as to what constitutes 'exceptional cases' in terms of where out of hours psychiatric assessments should take place. I am pleased to report that since this incident, we now have a larger number of psychiatric nurses present on the Heddfan Adult Unit out of hours and in similar situations in the future, socially anxious patients such as Mr Williams could be assessed at the Unit and would not need to await psychiatric assessment at the Emergency Department. Notwithstanding this, our Business Manager for Safety & Regulation will fully discuss this matter at the next Operational Management meeting to ensure full understanding and compliance across the Mental Health & Learning Disabilities Division.
2. In respect of medical and nursing staff having access to patients' records, such as Care and Treatment Plans at all times, I can advise you that the adoption of an electronic case record is currently being explored as part of the Community Care Information System national procurement. The Health Board will determine its preferred approach to developing electronic records by March 2015.
3. In relation to greater engagement with the families and carers of mental health patients to ensure their awareness of the contents of patients' Care and Treatment Plans, as a

general principal if a patient has capacity to make decisions about whether family members or carers are involved in a patient's care planning and care, then services are obliged to respect that decision unless there is an overriding public interest, which merits disclosure of information. Where the involvement of family and carer's is accepted by the patient, the sharing of the Care and Treatment Plan would be appropriate. I am assured that all patients are provided with a copy of their Care and Treatment Plans. If a patient lacks capacity to make decisions about the involvement of family or carers there should follow a best interest decision. I would suspect in the majority of cases the involvement of family and carers would be in a person's best interest.

Please do not hesitate to contact me if I can be of further assistance in this matter.

Yours sincerely


Trevor Puri
Chief Executive

cc  Chief of Staff, Mental Health and Learning Disabilities CPG
 Complaint Lead