

Nursing Directorate  
Trust HQ  
18 Mole Business Park  
Randalls Road  
Leatherhead  
Surrey KT22 7AD  
Tel: 01372 216008  
Fax 01372 203360

Email: 

Dear Ms Loxton

**Stephen Ian William Tidey (deceased)  
Regulation 28 Report to Prevent Future Deaths (PFD)**

I am writing further to the PFD report that you sent to Surrey and Borders Partnership NHS Foundation Trust (the Trust) in relation to Mr Stephen Tidey, who sadly died on 22<sup>nd</sup> December 2016. Thank you for taking the time to investigate his death so thoroughly and for bringing the matters of concern you have to our attention.

In response to your concerns, the Trust has actioned the following:

1. We have met with our Multi-Agency Safeguarding Hub (MASH) colleagues from Surrey County Council to discuss this case and the learning that can be taken from it.
2. Since Mr Tidey's death, we have already implemented a standardised log across all of our Community Mental Health Recovery Service (CMHRS) teams, which must be used to record all of the 39/24 forms (now referred to as Single Combined Assessment of Risk Form (SCARF)) that are received by the CMHRS. The log must record the date the SCARF is received, the name to whom the SCARF relates and what action has been taken in response. I have received assurances that these logs are now being completed by the CMHRS teams.
3. However, we have also devised a new checking system between the MASH and the CMHRS teams. In the future, when the Trust's practitioner within the MASH receives a SCARF form which indicates a high risk to an individual and which the practitioner considers requires urgent action by the CMHRS team, a phone call will be made by the MASH practitioner to the relevant CMHRS to check that the SCARF has been received and to notify the CMHRS that action is required urgently.

We discussed whether a phone call could be made by the Trust's MASH practitioner to the CMHRS every time a SCARF form is sent from the MASH to the CMHRS, however due to the volume of SCARF forms received and processed this was not considered to be a workable solution.

4. It should be borne in mind that the MASH was originally designed as an initial point of contact for reporting concerns about the safety of children, young people and adults. It is not a crisis response service, and that is reflected in the MASH's operational hours (Monday – Friday, 9am – 5pm). We have therefore written to Surrey Police, who complete the SCARF forms, to remind them of the purpose of the MASH and to reiterate its operational hours. We have advised Surrey Police that, should they become aware of an urgent concern about the safety of a

child, young person or adult outside of, or near to the closing of, the MASH's operational hours, it would not likely be appropriate for the police to document these concerns on a SCARF form and send it to the MASH. This is because the SCARF form will not be looked at by the SABP MASH practitioners until the following working day, and therefore no urgent action will be taken.

In the case of urgent concerns that arise either outside of, or near to the closing of, the MASH's operational hours, we have advised Surrey Police to contact either:

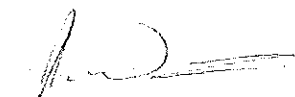
- Surrey County Council's Emergency Duty Team (EDT), which provides an emergency social work service for urgent situations which arise out of normal office hours and which cannot be left with an appropriate degree of safety until the next normal working day. The EDT operates Monday to Friday from 5pm to 9am, 24 hours at weekends and over all bank holiday periods.
- The Trust's Crisis Mental Health Helpline, which provides advice and assistance in relation to persons who are in a mental health crisis. The Crisis Line operates Monday to Friday from 5pm to 9am, 24 hours at weekends and over all bank holiday periods.
- The Trust's Safe Havens, which provide out of hours help and support to people and their carers who are experiencing a mental health crisis or emotional distress. There are five Safe Havens open in town centre locations across Surrey and north east Hampshire, and we have provided the police with the details of all of these.

5. We have set up an automated email reply, which is sent from the Mental Health/Drug & Alcohol inbox within the MASH. This automated email details the MASH's operational hours and advises of the out of hours services that are available. The automated email is sent in response to any email that is received outside of the MASH's operational hours, so that anybody sending a SCARF form to the MASH Mental Health/Drug & Alcohol inbox will be aware that the SCARF form will not be processed until the next working day, and will know where to seek urgent advice or assistance if required.

6. The Trust will soon be introducing a Single Point of Access (SPA), which will be phased in from October 2018. The SPA will operate 24 hours a day, 7 days per week and will be contactable for advice or to discuss concerns about a person who has a mental health need. We have advised Surrey Police that they will, in due course, be able to contact the SPA if they need to obtain any urgent, out of hours advice.

On behalf of the Trust, I would like to offer our sincere condolences to Mr Tidey's relatives for their loss and hope that our actions outlined above assures you and them that we have learnt and continue to learn from his death. Please do not hesitate to contact me or [REDACTED] Chief Medical Officer, should you require any further information.

Yours sincerely,



**Jonathan Warren**  
**Acting Chief Executive**