

PRIVATE AND CONFIDENTIAL

Mr Davies
Cornwall Coroners' Service
The New Lodge
Penmount
Newquay Road
Truro
Cornwall
TR4 9AA

Jackie Pendleton
Chief Officer
Sedgemoor Centre
Priory Road
St Austell
PL25 5AS

1st August 2018

Dear Mr Davies,

Thank you for your regulation 28 report to prevent future deaths pertaining to Marcus Hance.

In your report you identify a number of concerns and the action to be taken by NHS Kernow Clinical Commissioning Group (NHSC) as commissioners of mental health services and the action that should be taken,

The concerns you expressed were that;

1. Mr Hance was in a position where he was getting support for his alcohol dependency but not able to access long term psychological support.
2. The approach to cases of dual diagnosis, that substance misuse should be addressed before mental health treatment could take place
3. The discharge from CMHT on failing to attend two appointments.

Therefore the action NHS Kernow should take was;

- To review the commissioning of services to support individuals who have drug and alcohol dependency and associated complex mental health issues.
- To review whether drug and alcohol agencies should have the support of relevant health professionals to address the issues of dual diagnosis and for appropriate referring pathways and assessments within these agencies to ensure appropriate support is provided to increase prospects of rehabilitation
- A review generally of the current pathway and provision for people with dual diagnosis.

- To review the approach taken in cases of non-attendance at mental health appointments, and whether attempts to contact service users should be undertaken or alternatively to involve the police if there are concerns for the individuals welfare..

NHS Kernow are partners in the implementation of the existing Dual Diagnosis Strategy, along with DAAT commissioners and Cornwall Partnership NHS Foundation Trust. The strategy requires that at an operational and clinical level, services work together to ensure safe and seamless care for individual's most affected. The Crisis Care Concordat multi-agency group, Chaired by the GP Clinical Lead for Mental Health, includes representation from the Drug and Alcohol Action Team (DAAT), and is reviewing its local action plans with a view to setting out revised actions associated with Dual Diagnosis. Cornwall Council are lead commissioners of drug and alcohol services, and there is a joint commitment to establish meaningful, equitable and sustainable service change and promote joint working across agencies.

NHS Kernow are reviewing interdependencies between Outlook SW and Cornwall Partnership NHS Foundation Trust. This work includes a joint refresh of existing protocols in support of smooth referral pathways and transitions between services and different service lines, a review of risk management processes and information sharing arrangements. The intention is to conclude this work by December 2018.

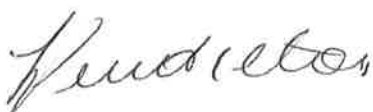
NHS Kernow and Cornwall Partnership NHS Foundation Trust have agreed to commence a formalised process to review a number of service specifications which will prioritise those services currently subject to transformation. This will include the approach taken in cases of non-attendance at mental health appointments,

This action will be led by the Mental Health commissioning team and will commence over the summer and will be expected to be completed by December 2018. Cornwall Partnership NHS Foundation Trust's progress will be reported monthly via the integrated assurance meeting hosted by NHS Kernow with overall assurance reported to NHS Kernow's Quality and Performance Committee

NHS Kernow recognises the value of sharing the learning from serious incidents to the wider health community. The quality team will share the learning and associated actions related to this incident with our partners in Devon, Somerset and Dorset via our Community of Practice and with NHS England and NHS Improvement through our Quality Network.

I hope this action provides you with some comfort. Please do not hesitate to contact me if you require anything further in relation to this case.

Yours sincerely



Jackie Pendleton
Chief Officer