

25th January 2019

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Dear Ms Toms,

Regulation 28 Response – Billie Johnathan Lord (BJL) Who Died on 11th July 2017

I am writing in response to your Regulation Report dated 1st November 2018 following the death of Billie Johnathan Lord on 11th July 2017. Thank you for inviting comments from Milton Keynes CCG and please accept our sincere apologies for the delay in responding. Unfortunately, this report was misplaced during a change in personnel.

Your Report requests specific feedback relating to the Campbell Centre and its suitability as a Mental Health Inpatient facility.

I can confirm that CNWL Mental Health Trust informed the CCG on 3rd December 2018 that they are commissioning a study to assess the feasibility of creating a new inpatient campus in Milton Keynes. The outline proposal will bring together acute wards, older adult wards and rehabilitation services. This will allow the Clinical Model associated with all services to be redesigned within a fit for purpose Unit for modern day healthcare delivery. The CCG offers its full support to this significant initiative. The first meeting with planners is scheduled for 28th January.

In the meantime, the service always endeavours to keep patients safe by making all reasonable adjustments for those deemed at risk, such as intermittent or continuous observations following a thorough Risk Assessment.

Notwithstanding this, even within the current constraints, the informal feedback CNWL received from the Care Quality Commission following an unannounced visit on 16th January 2019 was very positive, particularly with regard to the excellent compassionate care they observed.

In addition, MKCCGs Mental Health Commissioner and Quality Team members regularly meet with CNWL to gain assurance regarding all aspects of patient safety and the effectiveness of related services and pathways as well as to monitor progress against action plans for Serious Incidents and other areas requiring improvement.

I trust that this provides you with the appropriate information relating to this case and assurance regarding the development of Mental Health provision in Milton Keynes.

Yours sincerely,

██████████
Chief Operating Officer
Milton Keynes CCG