

14 May 2019

Private & Confidential

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Senior Coroner
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Dear Mr Hatch

Regulation 28 report to Prevent Future Deaths Reports - Inquest touching the death of Ms Jennifer Lewis

Thank you for your letter of 15th April 2019 containing a Regulation 28 Report to Prevent Future Deaths (PFD), following the inquest into the death of Ms Jennifer Lewis which concluded on the 29th of March 2019. In the PFD you raised concerns in relation to the care and treatment received by Ms Jennifer Lewis whilst a patient on Heath Clinic at the Bracton Centre, namely:

- The failure to arrange consultation between the mental health doctors and the doctors responsible for her physical health
- The failure to provide suitable or adequate care for her needs
- The failure to provide appropriate care at the Centre

My response provides further context as to the nature of the services provided at the Bracton Centre and outlines details of actions taken to address the concerns you have highlighted.

The Bracton Centre is a medium secure unit that provides care and treatment for patients suffering from a mental disorder that require admission to a secure service due to risk to themselves or others oneself. Patients are admitted under the care of a Consultant Forensic Psychiatrist. The Bracton Centre has a GP that provides sessional work within the unit and a full time physical health practice nurse. The remainder of the nursing workforce are registered mental health nurses with further care and support provided by psychology and occupational therapy colleagues. Dietetic input is provided to patients at the Bracton every two weeks. Patients requiring specialist physical health services are referred to secondary care and are supported to access such treatments externally, with Bracton Centre staff escorting patients where necessary.

Following this incident we have taken further measures to ensure the physical health of patients at the Bracton Centre is robustly managed. We have also discussed this case with our dietetic

service in order to enhance the dietician input into the management of patients at the Bracton, with a particular focus on those patients assessed as having dietary and nutritional needs. I will set out in more detail the changes we have made below:

Physical health

- All patients with a Long Term Condition (LTC), such as Ms Lewis, are now held in a LTC register managed by the practice nurse in conjunction with the GP. This is in place and all physical health interventions and scheduled appointments are recorded within this register along with proposed future review dates. Patients with complex physical health conditions are reviewed periodically by the practice nurse and the GP to ensure appropriate referrals to specialist services and arrange follow up upon discharge back to the Bracton Centre.
- All patients with declining physical health are discussed monthly at the complex care forum. The forum is chaired by the Mental Capacity lead for the directorate and attended by the Independent Mental Health Advocate (IMHA) to ensure patients' views are fully represented. This change was implemented at the beginning of this year.
- All relevant healthcare professionals, including the GP and dieticians where necessary, will be invited to six monthly Care Programme Approach (CPA) meetings for patients on the complex case caseload.

Dietetics

- All patients' weight and height are now entered to the Malnutrition Universal Screening Tool (MUST) which has been available on our clinical records system, RiO, since June 2017. The change brings our practice into line with national guidance for nutrition and hydration, as set out by the National Institute of Health & Care Excellence (CG32, QS24), the British Association of Parenteral and Enteral Nutrition and the Care Quality Commission. Our dietetic service undertake regular audits of completed MUST assessments to ensure the change in practice is embedded within all wards, including those at the Bracton Centre.
- All patients identified as having long term nutritional and dietary needs will remain open to the dietician whilst at the Bracton Centre. The named dietician will be responsible for appropriate reviews, follow up assessments and approval of meal plans.

The above changes have been discussed and agreed within our Physical Health Oversight Group and are supported by our dietetic service. These improvements have been incorporated into our physical health strategy and will be reviewed at our Quality Board.

The nature of the service at the Bracton Centre limits to some extent our ability to provide specialist physical health services on site, however I hope the information provided reassures you that the findings of your investigation and areas identified for the prevention of future deaths have prompted appropriate action on our part.

Yours sincerely

A handwritten signature in black ink, appearing to be 'M. Trainer', written over a rectangular box.

Matthew Trainer
Chief Executive

cc: [REDACTED] Service Director
[REDACTED] Clinical Director
[REDACTED] Deputy Chief Executive
[REDACTED] Medical Director
[REDACTED] Director of Nursing
[REDACTED] Inquests and Investigations Lead