

PRIVATE & CONFIDENTIAL

Mr Graeme Irvine
Area Coroner
Waltham Forest Coroners Court
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E17 8QP

Chief Executive Trust
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West Wing
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Sent by email to:

Graeme.Irvine@walthamforest.gov.uk

and

[\[REDACTED\]@walthamforest.gov.uk](mailto:[REDACTED]@walthamforest.gov.uk)

7 April 2021

Your ref: G 1 / sc/111761

Our ref: 894

Dear Mr Irvine,

Re: Inquest touching upon the death of Steven Paul Gary Stout

I refer to your letter dated 3 March 2021 and the enclosed Regulation 28 report issued in respect of your concerns regarding record keeping and the referral to Home Treatment Team (HTT), from Turner Ward at Goodmayes Hospital.

The Trust has taken into consideration concerns highlighted in the Regulation 28 report and agreed to take a number of actions to address your concerns. This includes:

- Provision of record keeping training to staff on Turner Ward to ensure that staff are reminded about the Trust's expectations in respect of the record keeping.
- Development and implementation of a discharge checklist to ensure that the discharge procedure safeguards patients' clinical needs more robustly and supports healthcare staff.
- Audits to monitor implementation of the discharge checklist.
- Update of the HTT Service Operational procedure to ensure that the patients are not discharged without HTT or ACAT assessment, in the cases where there is a suggestion that the patients may benefit from HTT service input.
- Update to Trust's Clinical Handover of Care and Discharge Policy to ensure that the discharges take place more safely and effectively, and the referrals have been effectively completed to address the clinical needs of the patient as required.

Please find enclosed Trust's action plan for further detail.

I wish to assure you that learning from incidents is a priority for the Trust and I am very grateful for your contribution to the improvement of our services, by way of raising your concerns to me.

Chair: [REDACTED]

Chief Executive: [REDACTED]

I hope that the enclosed action plan provides reassurance to you that the Trust has taken this sad incident very seriously and that it reflects our commitment to improve care quality and patient safety.

If you have any further queries, please contact my office on [REDACTED]

Yours sincerely,

[REDACTED]

[REDACTED]
Chief Executive Officer

Encs:

- Trust's Action Plan
- Regulation 28 report

Chair: [REDACTED]

Chief Executive: [REDACTED]

www.nelft.nhs.u



Chair: [REDACTED]
Chief Executive: [REDACTED]

www.nelft.nhs.u

