

Chief Executive's Office  
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Kent  
ME16 9PH

**CONFIDENTIAL**

Assistant Coroner Miss Briony Ballard  
Coroner for Inner South District Greater London  
Southwark Coroner's Court,  
1 Tennis Street,  
Southwark,  
London  
SE1 1YD

7 November 2019

Dear Miss Ballard

**Response to Prevent Future Deaths Report for Rebecca Marshall (deceased)**

I write as requested following receipt of your Prevent Future Deaths Report of 25th September 2019.

I have shared your report with my team and other key colleagues, and we have, as you would expect, carefully considered the concerns you raised.

As a partnership organisation, we are committed to effective inter-trust and inter-agency working and I am deeply sorry that was not the impression of us that you were left with in this extremely sad case.

Rebecca's suicide was a tragedy, and I want to record here, my commitment as Chief Executive along with that of my team, to ensuring that where things need to be improved as a result of learning from what happened to Rebecca, the required changes are both made and sustained.

**Matters of Concern**

Your report identified two specific concerns where you considered KMPT had not taken steps to address areas of risk;

- a) *The risk that occurs at the point in time when a patient moves permanently or temporarily (such as going to University as in Rebecca's case) from one geographical area to another.*
- b) *The innate vulnerability of students who are suffering mental health challenges and the need to ensure at the point of transfer of care there was effective inter-agency communication between trusts to ensure continuity of care of the patient.*

Chairman – Julie Nerney  
Chief Executive – Helen Greatorex

We fully accept the concerns raised, and agree entirely that anyone who moves in to or out of our area should be confident that we will (with their agreement) seek and share relevant information about their care needs and history in order to ensure their safe transfer.

Our Transfer and Discharge of Care policy is designed to achieve exactly that by ensuring that Care Coordinators are clear about their responsibilities in such situations and prompted to contact other areas for background information.

We expect all staff to adhere to this policy and ensure that information is sought and provided from other relevant organisations at the point of a care transfer.

We recognise that the transition to university can be a very anxiety provoking time for young adults. We recognise too that there is a need to work closely, not only with the corresponding mental health trust, but with the relevant university.

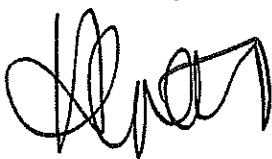
### **Actions Taken**

- The Transfer and Discharge of Care policy has been reviewed to ensure that it properly addresses any and all instances of care transfer, including vulnerable populations. This includes students, travellers and refugees.
- A programme of reminders and sharing of the Transfer and Discharge of Care policy is in place across the Trust, underpinned by sharing the learning about the gaps in Rebecca's care and what should have happened.
- Development (in partnership with our local universities) of a shared care protocol between KMPT and Higher Education to ensure clear and easy two way communication to further strengthen the safeguards for students' mental health.
- Development of a fast track referral route from the Universities to our Community Mental Health Team.
- Piloting of a new, direct referral form from the University Health Centre.
- Strengthening of our Consent to Share Information process which now ensures that we are given permission by students to share information with the University Health Centre.
- We have liaised with South London and the Maudsley and are incorporating their Transient People policy in to our overarching document

You have my personal assurance as Chief Executive, that we will continue to test and refine our processes, sharing our reflection and learning from Rebecca's story with staff who deliver front line care every day.

At the next meeting (22<sup>nd</sup> November 2019) with the Kent Universities as part of this review we will seek input from our University partners on the process of engagement and joint working when Kent residents attend university out of County.

Yours sincerely



**Helen Greatorex**

Chairman – Julie Nerney  
Chief Executive – Helen Greatorex