

Your ref: [REDACTED]

12 February 2021

Miss Nadia Persaud  
Senior Coroner East London  
Walthamstow Coroner's Court

6<sup>th</sup> floor, North House  
St Edwards Way  
Romford  
RM1 3AE

Tel: [REDACTED]

By email to: [REDACTED]

Dear Miss Persaud

**Re: Inquest touching upon the death of Mr James Alexander David Taylor,  
Regulation 28 Report**

I write in response to the Prevention of Future Deaths Report issued to Redbridge Clinical Commissioning Group on the 21 December 2020, following the Coroner's inquest into the death of Mr James Alexander David Taylor.

The CCG commissioning lead and NELFT heads of service have met to discuss the Coroner's concerns set out in the Regulation 28 report and agreed actions to prevent future deaths.

Some changes to the standard operation procedure for the Psychological Therapies service were implemented in 2018, which address some of the concerns of the Coroner and further actions have been agreed to reduce the risk of a similar incident occurring again.

Please find attached a report for the Coroner on the actions that have been taken.

The CCG strives to learn from incidents and to constantly improve the service provision it provides. Please do not hesitate to contact me if you require any clarification.

Thank you for your helpful insights into this case.

Yours sincerely

[REDACTED]

**Managing Director**

cc: [REDACTED] Director of Public Health, London Borough of Redbridge

*Attachment: REGULATION 28: Report to Prevent Future Deaths from Nadia Persaud, Senior Coroner East London, 21.12.20.*

Accountable Officer: [REDACTED]  
Managing Director: [REDACTED]  
Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups

Chairs:  
Dr [REDACTED], Barking and Dagenham Clinical Commissioning Group  
Dr [REDACTED], Havering Clinical Commissioning Group  
Dr [REDACTED], Redbridge Clinical Commissioning Group



**Response to:** REGULATION 28: Report to Prevent Future Deaths from Nadia Persaud, Senior Coroner East London, 21.12.20.

**From:** ██████████, Managing Director, BHR CCGS

**Date:** 12 February 2021

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1. This report provides a response to the *Report to Future Prevent Deaths* from Nadia Persaud, Senior Coroner East London, of 21.12.20.
2. Barking and Dagenham, Havering and Redbridge CCGs have reviewed the Coroner's concerns in the report relating to the death of James Alexander David Taylor. Mr Taylor was under the care of the North East Mental Health Trust (NELFT) for the management of his mental health problems and the CCG has discussed the concerns raised by the Coroner with NELFT in order to respond to the issues raised.
3. NELFT have confirmed that Mr Taylor was under the care of the Psychological Therapies team and not the Psychotherapy Team. We can confirm that NELFT provide both Psychological Therapy services and they also have a small Psychotherapy service.
4. In 2016, the Psychological Therapies team would have offered 20 sessions per referral. Patients would have been reviewed at week 17 and if it was indicated, potentially offered more sessions. However, it is acknowledged that the access may have been limited due to the high demand for the service at the time.
5. At the time that Mr Taylor was receiving services from NELFT, approximately four years ago, there may have been a waiting list of up to one year. There is no national wait time standard for psychological therapy in secondary care, and a local standard has not been implemented locally. The National Audit of Anxiety and Depression (NCAAD) reports that almost half of adults wait more than 18 weeks from referral to treatment <sup>1</sup>.
6. Some actions have already been taken to improve access to the Psychological Therapies service and ensure that sessions are tailored to an individual's clinical need:
  - 6.1 In 2018, NELFT implemented a standard operating procedure (SOP) for Psychological Therapy services which outlines the processes for safely managing patients on wait lists and also for safe discharge from the service. The SOP states that "*Interventions will routinely be offered for 20 sessions. Each pathway should have a system for reviewing plans to extend the number of sessions.*" Following the agreement of the SOP in April 2018 a patient can be offered more sessions following a review, based on clinical need not demand.

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<sup>1</sup> How are secondary care psychological therapy services for adults with anxiety and depression performing? Results of an audit of NHS-funded services in England: a co-produced report. Healthcare Quality Improvement Partnership (HQIP) 2020.

- 6.2 Over the past two years some additional capacity has been brought into the service, facilitated by additional investment in 2017/18. There is increased integrated working between the psychology service and multidisciplinary teams, through the development of integrated posts into Access and Assessment teams.
- 6.3 NELFT have reviewed and updated the panel protocol to ensure involvement of all relevant services, including Access and Assessment Teams, in the process and to routinely manage risks associated with long waits. The current average waiting time for the Mood, Anxiety and Personality pathway in Redbridge is six months. To manage risks whilst individuals are on a waiting list, the team will:
- Risk assess individuals and crisis plan at the assessment stage
  - Offer low intensity therapy where appropriate
  - Offer group sessions where appropriate
  - Maintain regular contact, including clinical harm reviews
  - Prioritise some groups for assessment and or treatment CAMHs transitions, high risk.
- 6.4 NELFT has a structure of Trust wide clinical leadership for secondary care services to ensure we have robust supervision arrangements in place to support the delivery of NICE recommended treatments.
- 6.5 NELFT routinely review wait times and identify gap which feed into commissioning discussions.
7. BHR CCG and NELFT have agreed the following additional actions to avoid future deaths:
- NELFT will formally review their services in line with the NCAAD report recommendations by the end of May 21
  - The CCG is considering a proposal for additional investment into psychological services in 21/22. This will further improve on the waits for treatment and will improve the offer of broader psychological support within NELFT services
8. Please note that the report has been copied to [REDACTED], Director of Public Health for London Borough of Redbridge.