

Recovery Steps Cumbria
Stocklund House
Castle Street
Carlisle
CA3 8SY

Coroner's Office
Fairfield
Station Road
Cockermouth
CA13 9PT

11th January 2022

Re: Humankinds response in regard to the Regulation 28, following the Inquest into the late Darrell Lee Devlin

Following on from your letter dated 23rd November 2021, which outlined the matters of concern identified during the coronial process, as the incoming provider of Addictions Services within Cumbria from October 1st 2021, I would like to detail Humankind's approach to the delivery of addictions services, including our focus on reducing drug related deaths across the County.

During the transfer of services from Greater Manchester Mental Health NHS Foundation Trust, Humankind worked collaboratively with Unity to ensure that the change of provider and subsequent service was safe, seamless, and effective. The focus was to ensure continuity of care for service users, to enable this to happen the following took place:

- Weekly provider meetings
- Clinical handover for high-risk cases, led by Unity's Consultant in Addictions Psychiatry, and involved Humankind's Executive Medical Director, Director of Pharmacy and Director of Nursing
- Signed information governance procedures to allow sharing of relevant real time information between organisations
- Site visits from Humankind
- Sharing of treatment and recovery pathways
- Data transfer of all active service user's relevant information, which included, service users notes, risk assessments, care plans and prescribing arrangements, which lead by the data, quality and performance teams from each organisation
- Engagement with external providers to ensure continuity of care
- GMMH produced 8 weeks of bridging prescriptions for all those in prescribed treatment
- Joint communication was sent out to all service users, via letter

Humankind understands and appreciates the significant impact the pandemic has had on services, this includes the way in which treatment services had to adapt processes and procedures to align with national guidance. Humankind has had a national role in working

with The Office for Health Improvements and Disparities, formally Public Health England, to set standards of best practice, including being part of creating the sectors response to the pandemic.

As noted in your findings, it was highlighted that Mr Develin had not been seen face to face nor was a drug screen provided in his last treatment episode with Unity. Humankind's mobilisation strategy for Cumbria, which reflects the national Humankind approach, concentrates on the following:

- The training of staff teams and embedding new pathways and procedures
- Reviewing all service users at a face-to-face appointment
- Medically reviewing all service users in prescribed treatment
- Drug testing all service users via uranalysis, that haven't been tested in the last 12 weeks
- A comprehensive audit on high-risk prescribing

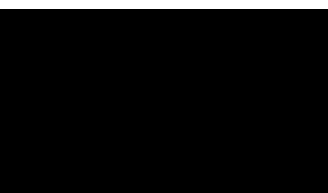
Humankind follows best practice as stated in NICE guidelines and The Drug Misuse and Dependence guidelines on clinical management (Orange Book), in respect of ensuring that the following takes place every 12 weeks as a minimum:

- Recovery plans
- Risk assessments
- TOPS
- Medical reviews
- Drug testing
- Face to face reviews

I hope that the above offers reassurance in respect of expected minimum standards for the service and the focus on ensuring that we see service users face to face. It is prudent to acknowledge the challenges that addictions services are facing, which includes staffing shortages and reduced community pharmacy provision particularly for those in receipt of opiate substitute medication. Humankind is committed to working collaboratively with all partner agencies to overcome these challenges.

Humankind looks forward to working together with yourselves in Cumbria to learn from and reduce the number of drug related deaths in the area.

Yours faithfully



Area Manager

