

**Chief Executive's Office**

Priority House  
Hermitage Lane  
Maidstone  
Kent  
ME16 9PH

Joanne Andrews  
Area Coroner for North East Kent

By email only :  
[REDACTED]

Tel: [REDACTED]  
Website: [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

Our Ref: HG/PK/PFD

29 June 2022

Dear Ms Andrews,

**Inquest into the death of Pauline Keen**  
**Trust Response to the Regulation 28 Report to Prevent Future Death**

I write in response to the Regulation 28 Report dated 12 May 2022, sent to Kent and Medway NHS Social Care Partnership Trust (KMPT) following the conclusion of the inquest into the very sad death of Mrs Keen.

In your report to the Trust, you raised the following matter of concern:

“There is no policy in place between KMPT and Kent County Council AMHP service as to how the organisations communicate with one another to ensure that applications under the Mental Health Act are made as soon as reasonably practicable without delay to patients.”

I am aware that towards the conclusion of the inquest you heard evidence of the joint work between KMPT and KCC AMPH service to formalise the working practices around the identification of a bed for those being assessed under the Mental Health Act 1983, as amended.

Since the Inquest concluded, the following actions have occurred:

1. A joint protocol between the Trust and KCC, the **Joint working protocol between AMHP service and patient flow** has now been finalised and appears at Appendix G to the Trust's Resilient Patient Flow Policy, which in turn has been updated at 12.1. The Trust approved the policy on 22<sup>nd</sup> June and is in the process of being published on the Trust's intranet. I attach a copy of the updated Resilient Patient Flow Policy including Appendixes together with the Joint working protocol between AMPH Service and Patient Flow Protocol as a separate document for ease of reference.
2. KMPT's Patient Flow team has made changes to the staffing levels and processes that the Bed Management team follows at the weekends. The Trust now has a dedicated bed manager 7 days a week. This is due to the addition of a dedicated Clinical Lead Bed Manager working between 0830 and 2300 on Saturdays and Sundays.
3. The additional roles and process changes provide greater clinical leadership and strengthened operational support for staff in terms of bed management.

Trust Chair - [REDACTED]

Chief Executive - [REDACTED]

4. KMPT's Patient Flow team now has attendance at the morning AMPH call for a 7 day working week, rather than only Monday to Friday as had been the case. This allows for the receipt of the AMHP report prior to the call and the provision of up-to-date position on mental health bed availability ahead of any planned MHA assessment.
5. KCC's AMPH service and KMPT's Patient Flow team are implementing a shared monthly learning forum (starting in July 2022) where all issues related to joint working can be discussed with a view of ensuring patient safety and the delivery of effective patient care. This strengthens the level of communication between the two organisations.

I hope that the information provided offers you a level of assurance about both the seriousness with which we have received and responded to your concerns by formalising the existing processes, and the significant improvements we have made since the sad passing of Mrs Keen.

If I can be of any further help, please do contact me.

Yours sincerely



**Chief Executive**