



5th December 2022

Corporate Services
Trust Headquarters
225 Old Street
Ashton Under Lyne
Lancashire
OL6 7SF

Private & Confidential

Mr Christopher Murray
HM Assistant Coroner
Coroner's Court
1 Mount Tabor Street
Stockport
SK1 3AG



Dear Mr Murray

I write in response to your Regulation 28 report dated 17th August 2022 and in respect of the concerns you have highlighted after hearing evidence at the Inquest of Ms Susan Mary Regan.

Your Matters of Concern have been reviewed and Pennine Care's response is outlined below.

Matter of Concern 1

During the Inquest evidence emerged that the clinical guidance of a Doctor required the Home Treatment Team to speak to Ms Regan's sons to explore whether they feel she needed to be admitted on an Inpatient psychiatric unit. Admission to also be considered if Ms Regan would continue to show non-compliance on her medications. Such an enquiry was not undertaken.

Response - Working Collaboratively with Carers

The Trust continues to support and promote the Triangle of Care, which is a therapeutic alliance between the service user, staff member and carer to promote safety, support recovery and sustain wellbeing.

During the Covid 19 Pandemic supportive forums for services to engage such as the Triangle of Care forum were stepped down as per Government advice as the NHS entered Alert Level 4. Since the unfortunate death of Ms Regan, there have been several improvements made to recognise and empower carer involvement.

These improvements include the establishment of a Patient and Carer Involvement team within the Trust, a Head of Patient and Care Experience and Engagement



appointed to role, a developed pathway for Lived Experience members to participate in paid roles including for example reviewing Serious Incident investigations and participating in service redesign.

The Trust has also strived to re-establish supportive forums to review standards of the Triangle of Care, carer experience, involvement, and improvement. The model offers a clear pathway for discussion and escalation from care hub to Trust board.

Stockport services re-established the Triangle of Care meetings in June 2021. These are well attended by both staff from services, carers with lived experience and carer support groups and offer valuable insight into carers experiences of services and supporting local improvements within the Stockport mental health services.

A CQC Inspector has recently attended the Stockport Triangle of Care meeting and described it as a 'Well chaired meeting and all members were comfortable to contribute which was good to see'.

To further support individual services to benchmark against the 6 key standards of Triangle of Care and develop improvements in clinical areas a Stockport Care Hub Carers Champion meeting has also been established in-between Triangle of Care meetings for nominated carer champions within services to attend.

The Home Treatment Team (HTT) now have an identified carer champion within the service (in line with the Triangle of Care standards and NICE guidance NG150), who can offer contact and information for carers around education and signposting, as well as supporting the team to raise awareness and offer information for carers.

The Trust continues to provide carer co-produced and co-facilitated carer awareness training which is well received. On the back of successfully engaging carers champions within services, the number of facilitators to support carers to deliver this training is also now starting to expand.

Carer surveys are now in place and intermittently given and sent out to carers to complete both in paper form and electronically, to allow carers to have a voice, independently express their experience as a carer supporting a loving within our services and identify areas for improvement. The feedback is listened to both at a [REDACTED] level to ensure shared learning and consistent improvement

Matter of Concern 2

It was also confirmed in evidence that there was a failure to properly record a plan and properly communicate such a plan with Mrs Regan's sons.

Response - Documentation

The HTT has also updated and improved printable information leaflets for patients and carers with information around how to support their loved ones, additional

voluntary and charity services who may be able to help including apps, helplines, and online support, as well as a clear contact number for the service to speak directly with the HTT.

The team strive to actively involve loved ones in all aspects of their personal care and treatment whilst under the HTT, from assessment to decision making to safety planning, this is embedded within the vision of the team.

It is recognised and understood that families and loved ones are vital to safety planning and are often critical within someone's safety plan being identified to keep a person safe.

The team completes consent to share forms with people using the service to ensure that all members of the team are aware of the level of input and information sharing between the patient, loved ones and the service, as supported by NICE Quality Standard QS189.

The death of Ms Regan and subsequent internal serious incident investigation and learning has been shared with the HTT. The importance of timely and accurate documentation within patient case notes including agreed care plans has been raised within all disciplines within the team.

Ensuring Communication between Team Members

It is also crucial to note that since the death of Ms Regan, the HTT now has a substantive Consultant Psychiatrist in place. This has brought a greater degree and consistency for both the team and patients using the service. The Multi-Disciplinary meetings (MDM's) have been adjusted to ensure regular attendance of the consultant. This has allowed a better degree of communication and care planning with mutually agreed goals and actions.

I trust this response assures you that the Trust has taken your concerns seriously and has thoroughly reviewed the issues raised.

Yours sincerely

[Redacted Signature]

[Redacted Name]

Executive Director of Quality, Nursing & Healthcare Professionals/Deputy CEO