

29 December 2022

FAO: HM Assistant Coroner Jonathan Landau
South London Coroner's Court

[Redacted]

Oxleas NHS Foundation Trust

Pinewood House
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Dear Mr Landau

Re: Regulation 28 Report to Prevent Future Deaths (PFD) Report following the inquest into the death of Mr Samuel Pearson

Thank you for your correspondence received on 10 November 2022 containing a regulation 28 report to Prevent Future Deaths (PFD) following the conclusion of the inquest into the death of Mr Samuel Pearson on 6 July 2021. Firstly, I would like to offer sincere apologies to Mr Pearson's family on behalf of both the ADAPT team and the Trust.

This response is made on behalf of Oxleas NHS Foundation Trust regarding the concern you set out in the PFD report. The concern specifically highlighted for the Trust is:

- A referral was made by Mr Pearson's GP to the ADAPT service but at the time there was a 2-3 backlog in screening referrals and the GP was not made aware of the capacity issues. A robust contingency plan would ensure that referrers are informed when services are not able to meet usual service expectations.

At the inquest we confirmed that we had been reviewing our ADAPT Operational Policy, however, it had not concluded in terms of how we would inform referrers about service expectations. Our new policy is now complete, and it now clearly sets out the expectations of what information services users and the referrer will receive once the Team receive the referral in terms of waiting times. A copy of the new Operational Policy incorporating this new process is enclosed with this response.

The ADAPT Pathway provides focused, therapeutic interventions to adults residing within the three Boroughs who require care and treatment for Anxiety, Depression, Affective disorders, Personality disorders & Trauma.

An automated email will be generated and sent to the referrer:

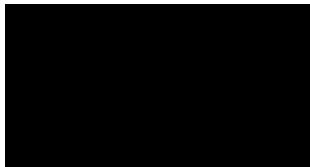
Thank you for your referral. Please note that we aim to screen all referrals within 5 working days of receipt. The referral will also be discussed at the team's Multi-Disciplinary Team meeting so the appropriate plan can be drawn for the service user. The service user and you as

the referrer will receive a letter informing you of our current waiting times. If this referral is urgent and an urgent response is required, please contact the ADAPT duty worker (please insert the relevant team number here) who is the person who can support you with an escalation and or offer further advice.

In terms of contingency planning when services are not able to meet usual service expectations, all teams have in place a Business Continuity Plan which describes actions that they are required to take in circumstances such as situations where there may not be sufficient staff to safely deliver a service. At times when it is required to enact the plans communication with relevant stakeholders (including GPs and patients) will take place and is overseen by the Senior Management Team and through the Trust's Governance structures. There is a yearly audit review undertaken with each team to ensure the plans are fit for purpose.

In conclusion, I am grateful for your report which has ensured that additional measures have been instituted so lessons are learned from the death of Mr Samuel Pearson. I hope I have addressed the concerns.

Your sincerely



Chief Executive

Enc: ADAPT Operational Policy