

10 January 2023

Mr Tom Osborne
Senior Coroner for Milton Keynes
HM Coroner's Office
Civic Offices
1 Saxon Gate East
Central Milton Keynes
MK9 3EJ

Dear Mr Osborne,

Re: Regulation 28: Report to prevent future deaths

Thank you for your Regulation 28 report dated 15 November 2022 following the inquest into the death of Mr Ronald Kelly. I am writing to provide Central and North West London NHS Foundation Trust (CNWL)'s response to the concerns that you raised in that report.

Firstly, we would very much like to extend our condolences to Mr Kelly's family and friends.

We note that Trust witnesses were not required to provide written evidence or to attend the inquest to give oral evidence. However, in response to your officer's request, the Trust did provide Mr Kelly's medical records before the inquest.

You raised three matters of concern:

1. That a 91-year-old man was discharged from the hospital following surgery, having refused to wait over the weekend for a care package to be put in place and there was no follow-up arranged to either assist him with his care or to ensure that he was coping.
2. That when the GP practice made a subsequent referral for a visit and assessment by the district nurse, it was rejected on the basis that the appropriate referral was to "home first". The GP forwarded the referral but nothing was actioned.
3. There does not appear to be any system to ensure that a patient discharged home possibly needing support and care are automatically followed up.

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In response to your first point, we did not receive a referral for Mr Kelly either before or at the point of discharge and were not involved in his care whilst he was an inpatient at MKUH. We note that MKUH have provided a full response in relation to the discharge process, which they kindly shared with us.

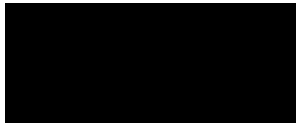
We continue to work closely with MKUH to discuss the inpatient-to-community interface to improve the patient journey, avoid prolonged admissions and enhance the care provided in the community.

On your second point, on 7 September 2022, a referral was received by the CNWL District Nursing Single Point of Access (SPA) service from Mr Kelly's GP. The referral was screened and responded to on the same day, advising that Home First (the reablement service provided by MK Council) would have been more appropriate. The team also requested further information about whether Mr Kelly had any nursing needs or was housebound and did not hear back from the GP.

Since Mr Kelly's death, the service has undertaken a review session with staff to identify learning about our referral process. We will amend the Standard Operating Procedure to ensure that we instigate tighter follow up when we request additional information on referrals.

Thank you for bringing your concerns to our attention. I hope that this response provides some reassurance to both you and Mr Kelly's family that the Trust takes the concerns raised seriously. Should you have any further questions, please do not hesitate to contact me.

Yours sincerely,

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Chief Executive