

3 October 2023

Mr Sean Cummings
Assistant Coroner for Milton Keynes
HM Coroner's Office
Civic Offices
1 Saxon Gate East
Central Milton Keynes
MK9 3EJ

Dear Mr Cummings,

Re: Regulation 28: Report to prevent future deaths

Thank you for your Regulation 28 report dated 16 August 2023 following the inquest into the death of Mr Kevin Igweani. 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 Igweani's family and friends.

The matters of concern that you raised were:

Out of hours and emergency mental health care for people who are not registered with an NHS GP in MK may be obtained by attending the ED at the MKUH where mental health professionals are based.

Through Kelvin's period of deteriorating mental health which was obvious to those who knew him, his mother made repeated attempts to secure mental health assessment and care for him.

She was not directed clearly by the professionals she had contact with to take him to the emergency department for assistance. There was a gap which Kelvin fell through and he did not receive either mental health assessment or care. It was not possible to say that the failure to receive assessment or care resulted in Kelvin attempting to take the lives of others and succeeding in taking the life of his male neighbour.

It was clear that the lack of clear information and direction in regard to how to obtain that mental health assessment or care contributed to Kelvin not

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presenting for assessment which may possibly have averted the tragic events which unfolded on the 26th June 2021. This in turn raises the prospect that others, in similar predicaments may also be unable to obtain the care required.

We acknowledge your concerns and confirm that we have reviewed the information available on our website. This advises that urgent mental health support can be provided via our Single Point of Access service (SPA) 24 hours a day, 7 days a week which is accessible on telephone number: [REDACTED]

[REDACTED] The Single Point of Access gives advice on how to access local mental health services in Milton Keynes, this may include going to A&E.

Nationally, NHS England are working with NHS 111 to create a dedicated process to access MH services. This will mean that if a member of the public calls 111 with a MH concern they will automatically be diverted to the MH Crisis Lines which exist nationally. This is due to come into effect in April 2024.

We will discuss this case in our Care Quality Improvement Forum meeting planned for 23 October. These meetings are attended by representatives from all of our Mental Health teams, and then further through their team business meetings which are held weekly.

We will also cascade a learning leaflet to local GPs via the Primary Care Network (PCN) alliance that we attend jointly with representatives from our local GPs and we will supply posters to GP surgeries to be displayed in their waiting areas informing how those presenting with acute mental health crisis can access mental health services via the ED at MKUH.

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

Yours sincerely,

[REDACTED]

[REDACTED]
Chief Executive