

Private & Confidential

Mr Simpson
Coroner's Office
The Castle
Castle Hill
Winchester
SO23 8UL

Mental Health Services
8F The Pompey Centre
Fratton Way
Portsmouth
PO4 8TA

www.solent.nhs.uk

18th December 2023

Dear Mr Simpson,

Regulation 28 Report to Prevent Future Deaths

Thank you for providing your concerns to Solent NHS Trust in relation to the investigation into the death of Mr Jack Farrington.

The Mental Health Service has fully reflected on the concerns that have been raised and has further reviewed the plans and processes that are currently in place to provide safe care for patients in the charge of the service in view of your concerns regarding our inpatient nursing handovers and management of paper and electronic records. I am now in a position to update you on our actions to date and plans to resolve the issues.

1. Handovers

Solent NHS Trust's Mental Health Service has previously used paper-based handovers, with information populated from clinical records held in SystmOne including legal status, current presentation and risks. This information is manually transferred to the paper sheet. These are currently being stored on the Trust's IT system.

Work is continuing to transfer the handover from a Word document onto SystmOne. This was due to be completed by 01st October 2023, however due to changes in key staff members undertaking this change and the handover document provided on SystmOne that is in use in other clinical areas of Solent not being suitable for use in an acute psychiatric ward, there has been a delay to progress. Work is underway and expected to be completed, with staff trained in its use by the Clinical Practice Education Team by the end of January 2024. I am regretful that the service has not been able to deliver this change in handover process by the date previously proposed in my Witness Statement dated 09th August 2023. If HM Coroner would find it useful, I can provide a further update at the end of January when the SystmOne handover is live and in use.

In order to mitigate the risk that the continued use of the handover outside of SystmOne presents, our Clinical Leadership Team are attending handovers to ensure good quality conversation and accuracy of information handed over and undertaking a quality audit of the clinical records. The outcomes from audits are then presented at the Inpatient Governance Meeting and can be escalated to the Mental Health Service Senior Leadership Team at Integrated Governance Meeting if required.

2. Paper & Electronic Records

The Mental Health Service continues to record various clinical observations on paper-based forms, which are scanned into SystmOne. This includes therapeutic engagement and observations, physical observations, food and fluid charts. The service is working towards replacing the paper-based forms with an electronic form that feeds directly into SystmOne, and I am pleased to report that work is on track and planned to be implemented by 01st April 2024. The Service's Clinical Matron has visited departments within Southern Health NHS Foundation Trust to view the system in use and is meeting regularly with Solent NHS Trust Information Specialist to ensure this will be ready to implement on time. This change also involves the procurement of tablets to record the information on, which will be tested in all areas of the wards.

I hope that my letter has addressed the concerns raised from Mr Farrington's inquest. I have noted that there were concerns addressed to both NHS England and Portsmouth Hospitals University NHS Trust in addition to Solent NHS Trust. I am pleased to report that our service has been working with Portsmouth Hospitals University NHS Trust to address the concern raised regarding handover on arrival at the Emergency Department and will continue to support Portsmouth Hospitals University NHS Trust in future developments and care arrangements for our shared patient groups.

Yours sincerely,

[Redacted Signature]

[Redacted Name]

Head of Quality & Professions – Mental Health Services

Cc: [Redacted], Chief Nurse – Solent NHS Trust
[Redacted] Chief Medical Officer – Solent NHS Trust



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Page 2 of 2

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