

Victoria Davies  
Area Coroner for Cheshire

20<sup>th</sup> June 2024

Dear Madam

**Re: Regulation 28 Prevention of Future Deaths Notice - Evie Jane Davies**

Thank you for your letter dated 2nd May 2024 sent following the conclusion of your inquest into the death of Evie Jane Davies.

I understand that you will share our response with Evie's family, and I wish to pass on our sincere condolences for their loss.

Through the Regulation 28 letter you have raised a concern which involves the Crisis Line and Café 71; your concerns about *the lack of information sharing between the organisations, and in particular in real time or as near as possible, gives rise to a risk of future deaths and you consider that we have the power to take action, either as provider of the service or as commissioner.*

Cheshire and Merseyside Integrated Care Board hold a commissioning contract with Cheshire and Wirral Partnership NHS Foundation Trust (CWP) for a wide range of services, including the provision of community crisis services. In response to the contract requirements CWP have developed a service model for a community crisis service to meet a range of needs. The crisis service established by CWP consists of multiple components, including the Crisis Line and the provision of two crisis cafes. CWP have a contract in place with the Spider Project for these crisis cafes, one of which is Café 71, in Chester.

In line with the requirements of a NHS Standard Contract, CWP as the holder of the contract with the Spider Project, has agreements in place about how information is shared between services and organisations. We have liaised with CWP following receipt of your letter to confirm their contract arrangements with the Spider Project. CWP have advised us that they are responding to you regarding their information sharing processes and agreements on who has access to patient records across the crisis service.

CWP have provided assurance that staff at the Crisis Line do have access to people's mental health records though not everyone who calls the Crisis Line is known to mental health services. Staff at the Crisis Line make decisions about any onwards referrals to services, one of which could be to Café 71. Evie contacted the Crisis Line on 1st December 2021 who then made a referral to Café 71.

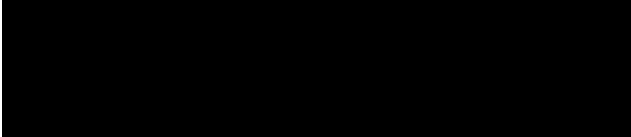
GP's, along with other professionals can contact the Crisis Line directly and request mental health crisis support for individuals they are concerned about. CWP have a system in place to inform the GP when an individual has contacted Crisis Line and in line with the concern you raised we will work with CWP and GP colleagues to improve the timeliness and content of that correspondence.

NHS Cheshire and Merseyside Integrated Care Board are deeply saddened by the death of Evie and hope this provides a satisfactory response to the request.

I am grateful to you for raising these issues with the NHS Cheshire and Merseyside ICB and I hope that this response has addressed the concerns raised. Should you require any further clarification or information, please do not hesitate to contact me.



Yours sincerely



Executive Director of Nursing & Care