

Dear V. Davies.

I am writing in response to your recent Notification of Regulation 28 Report request regarding Evie Jane Davies.

Spider Project Café 71 is a non-clinical provision commissioned to respond to anyone 18+ in self-defined crisis. The team will spend time with members, helping them to de-escalate crisis situations and to identify underlying factors. They will support people to identify and access appropriate services by referring or signposting them to relevant services.

Evie was referred to Café 71 by [REDACTED] from the Crisis Line on 01/12/2021 at via referral form to our enquiries email.

The referral reason was stated as below:

***“Evie has been on a section under the MHA in October this year. She has lost her job as a care worker due to a conviction and is after some support in getting her CV updated and looking for a new job. There is a number of court cases on going also due to her losing her kids”.***

**“Has been known to use drugs and alcohol and is pending an assault charge to an emergency worker”**

Café 71 staff member [REDACTED] emailed the Crisis Line on 01/12/2021 as the referral did not contain a telephone number for Evie.

A telephone number for Evie was sent via email on 02/12/2021.

Staff attempted to initiate contact, following the referral on 03/12/2021, 04/12/2021 and 05/12/2021. As no voicemail consent was provided, no voicemails were left on these failed attempts to contact.

Café 71 staff [REDACTED] emailed the Crisis Line on 05/12/2021 outlining that we had not been able to initiate contact on three occasions and advised if Evie make contact with themselves again to contact us.

07/12/2021 Operational Lead of Crisis Line at the time, [REDACTED], notified Café 71 staff [REDACTED] that Evie has sadly been found passed.

Our pathways and procedures involve attempting to initiate contact on three occasions for any individual being referred to Café 71 from any professional. If no contact can be made, we will always make an attempt to feed this back to the referrer.

**Action taken:**

- **Referral forms for Café 71 are now more detailed, asking for consent to be obtained by the referrer whether staff can leave a voicemail from the point of referral. We also ask the referrer about what referrals/support have been put in place following their contact with the individual they are referring.**

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Kind regards,



Crisis Service Manager