West Midlands Ambulance Service
University NHS Foundation Trust

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Your Ref: N/A
Our Ref: [redacted]

Mr D Reid
HM Senior Coroner for Worcestershire
The Civic
Martins Way
Stourport on Seven
DY13 8UN

9 April 2024

Dear Mr Reid

Re: Regulation 28 Report to Prevent Future Deaths – Rosie Catherine Young (Deceased)

Thank you for your email dated 22 February 2024 attaching your Regulation 28 Report.

On behalf of West Midlands Ambulance Service (WMAS), I am sorry that you have had to raise concerns following the inquest of Ms Young. May I please take this opportunity to pass on my sincere condolences to the family of Ms Young.

Please see our response to your concerns.

Concern 1
Over the course of the inquest, it was quite apparent that few, if any, of the witnesses who gave evidence, including several employees of your Trust, were familiar with the version of the Mental Health Act Transportation Policy which was in force at the time of these events. This Policy governed the assessment of the risk involved in transporting a patient detained under the Mental Health Act 1983 (the MHA) to a psychiatric unit, and stipulated the measures to be deployed to mitigate that risk;

Response

1. A piece of work has already been undertaken to review the Trust's Mental Health Act Transportation Policy, in consulation with multi-agency partners, in order to update this document to ensure that lessons learnt in this case have been captured. This revised document is now live and has been shared with multi-agency partners across the West Midlands.
2. A clinical notice has be produced and disseminated through internal communications channels to highlight the requirements of the Trust's Mental Health Act Transportation Policy to its staff
3. Further education will be disseminated to staff through the weekly briefing and clinical times publications to expand upon the requirements of the Mental Health Act Transportation Policy and the role of WMAS staff in supporting this patient group.

Concern 2

The witness who presented your Trust's internal investigation report into the events surrounding Rosie's death told the inquest:

"None of our employees would have received specific training about the Transportation Policy- I accept that means this crew would not have known to ask for the Risk Assessment Tool [an important document provided in the Policy to assess the risk posed by the patient to be transported]. I would have thought they would have known to ask for the Written Authority to Transport [another important document provided in the Policy, by which the Approved Mental Health Professional (AMHP) delegates responsibility for the detained patient to those transporting her], as they do receive training about that. If they didn't know about either of those forms, I accept that they may not have been an appropriate crew for this job."

Response

1. Additional specific training has been incorporated into the Trust's Statutory and Mandatory eLearning workbook for 24/25 in respect of Mental Health Act Transportaiton, including in respect of the risk assessment.
2. With recent funding from NHS England the Trust has employed Mental Health Clinical Development Officers to improve the training and education to all staff across the Trust in relation to the care provided to patients suffering from a mental health crisis.
3. The Trust will review its initial training packages for all new staff in patient facing roles to ensure that appropriate content is provided to support their knowledge and practice in respect of patients transported under the Mental Health Act.

Concern 3

It seems that your Trust appeared at the time of these events to have had no system in place to ensure that those of your employees who dealt with the transportation of patients detained under the MHA were familiar with and trained to apply the provisions of the version of this Policy which was in force at the time. It is of concern therefore that if that remains the case, not only in relation to the MHA Transportation Policy, but in relation to other policies and procedures under the MHA, circumstances creating a risk of other deaths will occur, or will continue to exist, in the future.

Response

1. Work is ongoing to implement changes to the Trust's electronic patient record to ensure that risk assessment documentation and Mental Health Act paperwork, including section papers and delegation of authority authorisation, can be appropriately recorded within a dedicated section of the WMAS patient record.
2. Additional specific training has been incorporated into the Trust's Statutory and Mandatory eLearning workbook for 24/25 in respect of Mental Health Act Transportaiton, including in respect of the risk assessment.
3. With recent funding from NHS England the Trust has employed Mental Health Clinical Development Officers to improve the training and education to all staff across the Trust in relation to the care provided to patients suffering from a mental health crisis.
4. The Trust will review its initial training packages for all new staff in patient facing roles to ensure that appropriate content is provided to support their knowledge and practice in respect of patients transported under the Mental Health Act.
5. Following all the above actions an audit will be produced to ensure compliance with the Mental Health Act Transportation Policy.

All of the Trusts Policies and Procedures are available to all staff through a web based platform called Policystat. All staff throughout the organisation can access this platform through a variety of devices both internally and externally. The requirments relating to the transport of persons detained under the Mental Health act form part of the basic ambulance training.

May I once again pass on my sincere condolences to the family of Ms Young. I am sorry we let Rosie and her family down.

I hope this response provides you and the family with the appropriate level of assurance that as a Trust we are actively dealing with the concerns highlighted within your report, with the actions being undertaken managed through our Trust governance structures.

If you require any further assistance, please do not hesitate contact me.

Yours sincerely

Executive Director of Nursing

Paramedic Practice & Patient Safety Director