



Cornwall and Isles of Scilly

15 August 2024

Executive office

2S, Chy Trevail,
Beacon Technology Park,
Dunmere Road,
Bodmin,
PL31 2FR

STRICTLY PRIVATE & CONFIDENTIAL

Mr Andrew Cox
Senior Coroner for Cornwall & the Isles of
Scilly
Cornwall Coroners' Service
Pydar House,
Pydar Street,
Truro,
TR1 1XU

Dear Mr Cox

Re: Brandon William Turner (Ref: 16120916)

I am writing on behalf of NHS Cornwall and Isles of Scilly integrated care board (ICB) in response to the regulation 28 report relating to the care of Brandon William Turner, known as Amelia. Our thoughts remain with the family.

One of your concerns was related to the lack of therapeutic alternative options within Cornwall for those experiencing complex Post traumatic stress disorder (PTSD) and emotionally unstable personality disorder (EUPD) who present in crisis.

This issue has been recognised by our health and care system and plans are being developed for the establishment of a 24/7 crisis care pathway, which would include crisis sanctuary, to drive improvement and prevent mental ill health in a resilient, recovery and trauma informed way.

The planning for this involves a broad range of partners, including the ICB, Cornwall Partnership NHS Foundation Trust (CFT), Cornwall Council, local GPs and number of voluntary and community sector (VCSE) organisations.

The intention is to create a new and complementary service, to work alongside existing services provided by CFT, Cornwall Council and VCSE partners. Cornwall council provide a range of services that deliver mental health support for adults, Children, young people, families and carers. There are also exiting joint health, care and VCSE projects. It is therefore important within our planning to ensure these services continue to work in partnership and provide services that interact to deliver a range of options, including crisis sanctuary, for those who need it.

NHS Cornwall and Isles of Scilly Integrated Care Board

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The service criteria will be inclusive with accessibility to those with a set of needs that meet the safety principles and not based on diagnosis.

The aims of the proposal include:

- Supporting the prevention of mental health crisis
- Reducing inappropriate conveyance or attendance to Emergency Departments (ED)
- Avoiding unnecessary Section 136 conveyances
- Support prevention of admission to hospital, in general
- Minimise acute out of area placements, specifically

The approach would also:

- Provide wellbeing activities and support
- Support recovery
- Support integration or reintegration into local communities

Plans are progressing with clinical staff from CFT to ensure robust training and supervision is in place for VCSE staff members and to agree the level of clinical provision within the unit. There is also agreement for the Primary Care Network to co-locate at the premises and provide GP cover. The plans would be expected to include 24-hour support from trained workers and access to Mental Health clinicians where required.

It is important that the delivery of this care is well planned, if we are to ensure it meets the requirements we have set out. Work continues to develop this, at pace, and confirm a sustainable funding source for the scheme, but mental health investment remains a core priority for the NHS, so we would expect this to be prioritised from future investments made in line with the national Mental Health Investment Standard requirements. Whilst we may not be able to give you full assurance of the action and timescales immediately, we would like to keep you informed as the work progresses.

Your second concern for ICB response relates to the commissioning of assessments from Cornwall Partnership Foundation Trust (CFT) noting that demand exceeds available provision.

The ICB has sought to mitigate this in part through the commissioning of an autism intensive support service (AIST) and autism diagnostic service from CFT. However, we accept that further mitigation is required and collectively we are working together to develop a plan to address the unmet demand locally. Whilst we develop intentions, increasing numbers of people are accessing services through the 'Right to Choose' initiative whereby GPs can refer people who have been waiting longer than 18 weeks to another provider that does have capacity to provide a service. Under these arrangements we are working through contractual changes to ensure consistency of provision and intend to enact these in the latter half of the year, with these providers.

We hope this provides some assurance regarding the focus and priority given to improving our mental health and autism services with the support of our partners across the health and care system. We will commit to reporting back to you with an update on the progress of these actions by 31st December 2024.

Yours sincerely



Chief Executive