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3<sup>rd</sup> December 2024

Dear Senior Coroner Parsley,

**Regulation 28 response of Suffolk County Council in respect of Nigel Hammond**

We write in response to the Regulation 28 report dated 9<sup>th</sup> October 2024 concerning the death of Mr Nigel Hammond on 14<sup>th</sup> March 2024.

Firstly, Suffolk County Council (SCC) would like to express our sincere condolences to Nigel's family. SCC are keen to ensure that the family and the Coroner's concerns are listened to and reflected upon.

Having reviewed the Regulation 28 report, points 8-10 relate to concerns raised that the Approved Mental Health Practitioner (AMHP) on duty was unable to make a direct referral to the Crisis Resolution and Home Treatment Team within NSFT (CRHTT) and that if they could have done, mental health professionals would have attended and been able to provide additional support, advice and potentially additional treatment for Nigel, in all likelihood preventing his death.

Since the inquest into Nigel's death, it has been established through joint meetings between senior managers from both NSFT and SCC that AMHPs are able to refer to the CRHTT but that not all AMHPs were aware of this and that the process for referral was not clear across the AMHP service. The NSFT policy/ pathway information had not been shared with SCC and the AMHP service- hence resulting in confusion and lack of clarity.

It is important to note that the family did speak to the NSFT 111 Service prior to their discussion with the AMHP who was on duty, and this service was also able to directly refer to the CRHHT as well (both services being provided by NSFT).

Following receipt of the Regulation 28, NSFT and SCC have worked jointly together to develop a short and concise information guide for AMHPs on the referral criteria and process in respect of all CRHHTs in Suffolk. This guidance has been shared with all AMHPs across Suffolk and will be followed up for robust discussion via SCC's AMHP Service Forum and with all CRHHTs within NSFT.

As a system we have agreed to work collaboratively together to review and monitor the application of this guidance through already established joint partnership meetings. We hope that this provides assurance that SCC and NSFT are working together as system to improve the outcomes for people who require support from our services.



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