

Chief Medical Officer

Sterne 7
Tatchbury Mount
Calmore
Southampton
SO40 2RZ

Our Ref: [REDACTED]

15 January 2025

Private & Confidential

Rachel Spearing
HM Assistant Coroner, Coroner's Office
The Castle
Castle Hill
Winchester
SO23 8UL

Dear Ms Spearing,

I write further to the conclusion of the inquest of Mr Dean Bray on 11 November 2024, and in response to the Regulation 28 report that you issued.

Matter of Concern 1: Infrastructure to make emergency call:

Staff conducting 1 to 1 observations upon a patient within the seclusion room were unable to make a direct 999 emergency call from the observation room, as no outside line was available from this handset to respond to a medical emergency.

Immediately following the conclusion of the inquest, an adjustment was made to the internal phone line in the observation room in question at Antelope House, allowing external calls. In order to provide further assurance, we have also checked our other inpatient Mental Health units (where there are seclusion rooms) to ensure that they are unimpeded in being able to dial 999 in an emergency situation.

Matter of Concern 2: Difficulty in access to ward by South Central Ambulance Service:

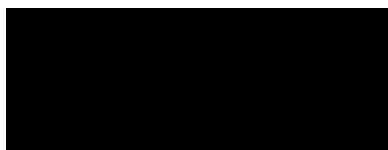
Secondly, I heard evidence from Paramedics of a delay, and difficulty with accessing the patient, who was being cared for in seclusion. The most immediate access route to the ward used by secure transport services being unknown by South Central Ambulance Service (SCAS), and not shared with them to assist in responding to a medical emergency at Antelope House.

Our Legal Services Manager has met with her equivalent at South Central Ambulance Service to agree a process for updating the SCAS Computer Aided Dispatch (CAD) system used by SCAS staff in directing paramedics to a location. A list of all Trust inpatient units has been provided to SCAS, along with the most appropriate location, in the event of an emergency, for the ambulance service to meet our staff.

In all cases, the ambulance service will be met by a member of our staff and taken to the location of the emergency. We will update this information with our SCAS colleagues on an annual basis, or more frequently if additional inpatient units are added to the Trust's services.

I hope this update assists, should you have any further questions please do not hesitate to contact me.

Yours sincerely

A large black rectangular box redacting the signature of the Executive Chief Medical Officer.

Executive Chief Medical Officer
HIOW Healthcare NHS Foundation Trust