



Department
of Health &
Social Care

From [REDACTED]

Minister of State for Care

39 Victoria Street
London
SW1H 0EU

Our ref: [REDACTED]

HM Coroner Penelope Schofield
The Coroner's Office,
Woodvale,
Lewes Road,
Brighton
BN2 3QB

By email: [REDACTED]

29 May 2025

Dear Ms Schofield,

Thank you for the Regulation 28 report of 24th March 2025 sent to the Department of Health and Social Care about the death of Imogen Alice ("Immy") Nunn. I am replying as the Minister with responsibility for disability policy in the Department of Health and Social Care.

Firstly, I would like to say how saddened I was to read of the circumstances of Immy's death, and I offer my sincere condolences to her family and loved ones. The circumstances your report describes are concerning and I am grateful to you for bringing these matters to my attention.

The report raises concerns over the lack of availability of British Sign Language (BSL) interpreters. This meant that meetings and assessments with mental health practitioners had to take place without an interpreter present to provide support for Immy. This proved particularly difficult when an interpreter was needed at short notice during times of crisis.

In preparing this response, my officials have made enquiries with NHS England to ensure we adequately address your concerns.

You raised in your report concerns about the availability of British Sign Language (BSL) interpreters available in the local community. We fully recognise the importance of the provision of interpreters within community mental health services, both to support patients and to ensure that comprehensive mental health assessments take place in a timely manner. Commissioning of community mental health services is the responsibility of integrated care boards, and this includes responsibility for ensuring that there is adequate provision of British Sign Language interpreters to support deaf patients in the community.

It is for individual NHS organisations including NHS trusts and integrated care boards to comply with the Equality Act 2010. Under the Equality Act 2010, organisations have a legal duty to make changes in their approach or provision to ensure that services are as accessible to people with disabilities as they are for everybody else. These changes are called reasonable adjustments. The Reasonable Adjustment Flag was developed in the NHS Spine

to enable health and care workers to record, share and view details of reasonable adjustment across the NHS, wherever the person is treated.

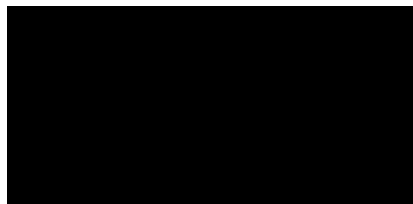
NHS England has issued guidance in respect of the Reasonable Adjustments Flag. The Flag is designed to provide staff with information on their duties under the Equality Act 2010. The Flag provides basic context about a patient; key adjustments and the details related to this and further information to aid health and care workers.

To address these concerns at a national level the Cabinet Office's Disability Unit, alongside members of the Government's BSL Advisory Board, met with the National Registers of Communication Professionals working with Deaf and Deafblind People (NRCPD) at the end of April to discuss the barriers for Deaf people accessing mental health care.

The BSL Advisory Board was created to advise the Government on key issues impacting the Deaf community in their everyday life. The Board also established subgroups to focus on particular priorities which includes a group focusing on health and social care. They will publish a report in the autumn which will make recommendations for health and social care settings.

I hope this response is helpful. Thank you for bringing these concerns to my attention.

Yours sincerely,



MINISTER OF STATE FOR CARE