



Confidential

Alexandra Pountney
Assistant Coroner for the Coroner's
area of South Yorkshire (West)
(Sitting in Nottingham and
Nottinghamshire Coroner's area)

Trust Headquarters

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3 September 2025

Dear Ms Pountney

Report regarding the case of Mr Kaine Regan Fletcher deceased

Thank you for your letters dated 17 and 25 July 2025, regarding the Regulation 28: Prevention of Future Death Report following the inquest into the death of Mr Kaine Regan Fletcher.

I acknowledge the concerns raised and offer the following clarifications and commitments.

I would like to assure you that the Trust takes all matters relating to patient safety extremely seriously, including those arising from HM Coroner's inquests. As a Trust, East Midlands Ambulance Service (EMAS) is committed to learning from such events to improve our services and prevent future harm.

The concerns highlighted in your report have been reviewed and discussed by the Trust's Incident Review Group, which routinely considers issues raised through inquests and Prevention of Future Death reports. This process ensures that lessons are identified and appropriate actions are taken to address any systemic or procedural shortcomings.

The Trust remains committed to continuous improvement and transparency in our efforts to safeguard patients and uphold the highest standards of care.

Matters of Concerns raised on 17 July 2025

Confusion over applicable local policy and working standards for dealing with s.136 detention. I am concerned that there is a lack of understanding by the police and EMAS on local policy and working standards for dealing with s.136 detention.

EMAS acknowledges His Majesty's Coroner's concern regarding the lack of clarity and shared understanding between agencies on the applicable local policy and working standards for s.136 Mental Health Act detentions. While EMAS has been operating under a Regional Mental Health conveyance policy since May 2021, developed in consultation with regional Police Forces, Mental Health Trusts, and Approved Mental Health Professional (AMHP) services, there appears to be a disconnect in awareness and implementation across partner agencies.

EMAS is committed to continuous improvement and ensuring the highest standards of patient safety and governance. In response to the issues identified, EMAS has initiated a retrospective audit of all operational Memoranda of Understanding (MoUs) received and implemented across the organisation.

The purpose of this audit is to:

- Ensure appropriate governance is in place for each MoU.
- Verify implementation and operational alignment with agreed protocols.
- Identify gaps or inconsistencies in practice that may pose risks to patient safety.
- Strengthen inter-agency collaboration through clear, accountable agreements.

This audit is being conducted in collaboration with relevant stakeholders and partner organisations. Findings will be reviewed by the EMAS Clinical Governance and Risk Management teams, and any necessary actions will be taken to address deficiencies, update procedures and reinforce staff training.

The Trust is committed to learning from this process and will incorporate the outcomes into our broader quality improvement framework. A summary of the audit findings and actions taken will be shared with the relevant bodies upon completion.

Actions and Learning:

EMAS will initiate a joint fact-finding exercise with Nottinghamshire Police and Nottinghamshire Healthcare NHS Foundation Trust (NHCFT) to clarify existing protocols and identify gaps in understanding.

EMAS will lead the development of a refreshed joint EMAS conveyance protocol, ensuring full consultation and sign-off by all system partners within the EMAS region.

EMAS will improve internal and external communication regarding regional policies to ensure consistent application and awareness across all stakeholders.

Matters of Concerns raised on 25 July 2025

Lack of joint agency policy/cross-sector working on Acute Behavioural Disorder/Disturbance

EMAS recognises the absence of a formalised joint agency policy for managing Acute Behavioural Disorder (ABD). Currently, EMAS identifies ABD through NHS Pathways disposition codes and dispatches a Category 1 response when appropriate. Nottinghamshire Police have a training package for recognising ABD symptoms and initiating ambulance support, but there is no unified protocol guiding joint operational response.

Actions and Learning:

EMAS will continue its participation in the Police Regional Clinical Governance Forum to align training and response protocols for ABD.

EMAS will work with regional police forces and health partners to explore the development of a joint operational framework for ABD management.

EMAS will review internal clinical guidance to ensure consistency with police training and national best practice.

Lack of agreed joint agency policy between EMAS and the police on s.136 MHA 1983 detentions

EMAS acknowledges the Coroner's concern and confirms that while regional workstreams under the Right Care Right Person (RCRP) initiative have made progress, a formal joint policy with Nottinghamshire Police is not yet in place.

EMAS has led regional improvements in s.136 conveyance, which have been nationally recognised, but further work is needed to formalise these arrangements locally.

The Trust is undertaking a retrospective audit of all operational MoUs received to ensure appropriate governance and implementation.

Actions and Learning:

EMAS and Nottinghamshire Police will co-lead the drafting of a joint s.136 conveyance protocol, with input from system partners including Integrated Care Boards (ICBs) and Mental Health Trusts.

EMAS will incorporate lessons from the RCRP initiative into the new protocol to ensure best practice is embedded.

EMAS will establish a regular review mechanism to monitor the effectiveness of joint working on s.136 detentions.

Mental Health Services – ‘the gap’

EMAS notes the Coroner’s identification of a service gap for patients with dual diagnosis (mental health and substance misuse). While commissioning responsibility lies with NHCFT and the ICB, EMAS recognises the importance of supporting these patients effectively. However, to date there are no formal Mental Health pathways with NHCFT for EMAS to access.

Due to increased demand for Mental Health support via the ambulance service, in 2022 EMAS secured external funding through regional ICBs to ensure 24/7 coverage of Mental Health Clinicians within the Emergency Operations Centre. Furthermore, with funding from Nottinghamshire ICB, EMAS secured a Mental Health Response Vehicle, staffed with a qualified Paramedic and Mental Health Practitioner supported by NHCFT in 2024. This service was launched in October of that year and has shown excellent outcomes for patients receiving the right care, by the right people, at the right time.

Actions and Learning:

EMAS will continue to support system partners by providing on-scene care for patients with dual diagnosis and referring to available local pathways.

EMAS will engage with commissioners to highlight operational challenges and advocate for service development to address this gap.

EMAS frontline staff currently receive mandatory Mental health Training which includes acknowledgment of dual diagnosis. This training is currently under review and we will use this opportunity to strengthen the guidance around dual diagnosis in order to manage these presentations safely and compassionately.

I hope that this response provides you with the appropriate level of assurance in relation to our commitment to continuous improvement of our services.

Please do not hesitate to contact me should you require any additional information or any clarification, in connection with the above.

Yours sincerely



Chief Executive