



**Change  
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Via Email Only: [ealingandhillindoncoroners@lbhf.gov.uk](mailto:ealingandhillindoncoroners@lbhf.gov.uk)

27 August 2025

**Re. Regulation 28 Report to Prevent Future Deaths (Case: 35521132)**

Dear Ms Brown,

Thank you for your Regulation 28 Report dated 30 June 2025 concerning the tragic death of Ella. We extend our deepest sympathies to Ella's family and loved ones. We are grateful for the opportunity to reflect on the concerns raised during the inquest and to consider how we can strengthen our services to better support individuals and their families.

We fully acknowledge the concern regarding the challenges families face when an adult who has legal capacity withdraws consent for information sharing. We thank you for acknowledging that, as a consenting adult, agencies had to respect Ella's wishes regarding sharing information with her family.

Whilst we do accept that we can make improvements, we respectfully disagree with the implication that the absence of material around sharing information with families and consent alone would have prevented either Ella's death, or any future death. Ella's situation was deeply complex, involving long-standing substance use, high-risk behaviours, and fluctuating engagement with services. We recognise the vital role families can play, but the legal and ethical constraints around confidentiality can significantly limit what can be shared, even when families are actively involved and concerned.

In line with data protection law and GMC guidance, individuals with capacity have the right to control their personal data, including the right to withdraw consent for sharing information with third parties, such as family members. While there are limited exceptions (e.g. where there is a risk of serious harm to others), these must be applied cautiously and in line with legal standards. It remains the case that there is significant value in ensuring patient confidentiality for adults with capacity to enable the individuals and the wider population to retain confidence in the therapeutic services provided to support them. This creates a difficult balance between respecting individual autonomy and enabling family involvement, one that we continually strive to navigate with care and sensitivity.



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However, we accept that there is more we can do to ensure families and carers are more aware of how they can remain involved and communicate concerns in such circumstances. We are committed to improving practice in this area and supplementing the existing materials that are available for families and carers.

To improve our engagement with families, we are taking the following actions:

- Developing clear, accessible information for families and carers, both in printed form and online, explaining the legal framework around consent and confidentiality. Our public website has been updated on 31 July 2025, and our bespoke leaflets will be available to all services on 27 August 2025.
- Providing practical guidance on how families can share concerns or relevant information with care providers, even when consent has been withdrawn, in a way that respects legal boundaries.

These materials will be made available to those accessing our services, and publicly via our website. However, we acknowledge the difficulty in providing targeted communications to those we do not have consent to share information with. Whilst the content of these materials would not be classed as personal data, our view is that proactively sharing these materials with families would tacitly reveal that their loved one is accessing our services. For this reason, we will only provide these materials directly to families where we have consent of the person accessing our services to do so.

Once again, we extend our sincere condolences to Ella's family and thank you for your careful consideration of this matter.

Yours sincerely,

A large black rectangular redaction box covering the signature of the Chief Executive.

**Chief Executive**