



Confidential

Miss Wood
Assistant Coroner for the Coroner
Area of Nottinghamshire

Trust Headquarters
1 Horizon Place
Mellors Way
Nottingham Business Park
Nottingham
NG8 6PY

5 December 2025

Dear Miss Wood

Re: Report regarding the case of Mr Gunaratnam KANNAN deceased

I am writing in response to the concerns you raised following the inquest into the tragic death of Mr Gunaratnam KANNAN, which concluded on 30 October 2025.

At the outset, please allow me to express my sincere condolences to Mr Kannan's family. I understand that you will share this response with them, and I hope it provides reassurance of our commitment to learning and improvement.

The East Midlands Ambulance Service (EMAS) exists to deliver safe, effective, and compassionate care, while fostering a culture of continuous improvement and collaboration across the healthcare system. I acknowledge the matters of concern highlighted by His Majesty's Coroner and offer the following clarifications and commitments.

Matters of Concerns raised on 30 October 2025

- **Lack of joint agency working/policy work on the Mental Capacity Act (MCA) Assessments and Mental Health Act (MHA) Assessments setting out the roles and remit of service providers.**

I recognise the importance of clear pathways and joint working between agencies. While local authorities can accept referrals for MHA assessments, the established expectation is that ambulance crews seek the least restrictive intervention first. This means referring patients to local mental health crisis teams for initial assessment and support before considering formal detention under the MHA.

Ambulance crews are not mental health specialists and therefore cannot determine whether a statutory MHA assessment is required. At present, EMAS does not have formalised referral pathways with local crisis teams; however, we are actively working with mental health trusts to develop and implement these pathways.

On a national level, EMAS is engaged in a workstream through the Quality, Improvement, Governance and Risk Directors Group to address challenges in managing suicidal patients who are judged to have the capacity to refuse conveyance to hospital and seek to provide clear guidance and escalation for our frontline clinical crews.

Locally, EMAS participates in a quarterly Right Care Right Person Meeting led by Nottingham and Nottinghamshire Integrated Care Board, alongside system partners, to review clinical and operational responsibilities and identify gaps in service provision. Following the inquest, a wider multi-agency group has been convened to specifically consider how to strengthen decision-making and pathways between agencies when considering the mental health act and the mental capacity act.

To support this, on 8 January 2026 EMAS will undertake an After Action Review with all parties involved in this incident to reflect on what happened, why it happened, and what can be learned to improve future practice.

- **Lack of training of service providers on the Mental Capacity Act assessments and the process for referrals for Mental Health Act assessments.**

EMAS has a robust education programme to support clinicians in conducting mental capacity assessments. All clinical staff receive relevant training as part of their core qualification (e.g., paramedic courses), supplemented by safeguarding education, which includes MCA principles within a rolling statutory programme.

Supporting tools such as non-conveyance checklists and MCA prompts are embedded within our patient record system to guide staff in practice. Furthermore, all front-line crews undertake Mental Health Awareness training every two years, covering statutory detention processes, roles, and current pathways. This training is under review for January 2026, and we will seek input from Mental Health Trust partners to ensure alignment with formalised pathways for MHA assessments.

I trust this response demonstrates our commitment to addressing the concerns raised and to improving joint working, training, and patient care.

Please do not hesitate to contact me if I can be of any further assistance in this matter.

Yours sincerely



Chief Executive