



**East Suffolk and  
North Essex  
NHS Foundation Trust**

Mr Sean Horstead  
Area Coroner for Essex  
Essex Coroners Service  
Seax House  
Essex County Council  
Victoria Road South  
Chelmsford  
CM1 1LX

Colchester District General Hospital  
Turner Road  
Colchester  
CO4 5JL

3 March 2026

Dear Mr Horstead

**REGULATION 28 REPORT TO PREVENT DEATHS – INQUEST TOUCHING UPON THE DEATH OF  
SUZANNE PEMBERTON WHICH CONCLUDED ON 16 DECEMBER 2025**

I write in connection with the above-mentioned Inquest and the Regulation 28 Report to Prevent Deaths issued by yourself on 5 January 2026 (“the Report”).

The Report highlighted concerns relating to the specialist dietetic service or cover of any kind at all for patients at Colchester General Hospital outside of weekday working hours, i.e. between 08.00 hours and 17.00 hours, Monday to Friday (excluding Bank Holidays).

The information presented below is intended to describe the actions which have been taken/are being taken by the Trust to mitigate the risk of future deaths and address the concerns you have raised.

**RESOURCE ALLOCATION**

As an Acute Medical Trust, East Suffolk and North Essex NHS Foundation Trust (“ESNEFT”) provide a wide range of services to patients, some of which necessitate 7-day coverage, while others do not mandate a permanent presence within a 7-day period. ESNEFT must manage these competing service needs within the constraints of finite funding availability across all its services.

In relation to the specialist dietetic service provision, the Trust has reviewed its position and maintain that the provision of dietetic support in the acute setting is best administered through clinical service

during the weekday working hours, and robust care plans and enteral feeding starter regimes which are available for all staff to follow outside of weekday working hours.

#### **ACTIONS BEING TAKEN BY THE TRUST**

To ensure that patients who may need dietetic input outside of the weekday working hours receive the right care, the Trust has undertaken a project to ensure all relevant ward areas receive consistent and compliant training related to dietetic care planning.

The Trust has, through the implementation of a new electronic patient record system, the capability to monitor adherence and compliance with dietetic care planning in real time. This will now make up part of the Trust's audit programme. This audit has been registered formally within the 2026/27 Audit Programme, which will enable regular audit cycle to give assurance on compliance and learning opportunities and feedback to the Division/Trust on areas of concern.

A therapeutic review of processes is being carried out across both sites to ensure policies, procedures and practices are in line with current guidance and are implemented in a consistent approach throughout the Trust.

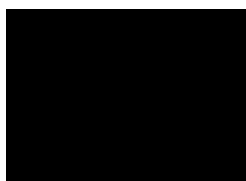
The dietetics team are also seeking to develop an escalation process for out of hours periods, which will be compliance audited regularly.

The Trust hopes that the above information demonstrates the actions being implemented by the Trust and adequately responds to your concerns

I would like to personally extend our sincerest condolences to Suzanne's family for their loss.

If I can be of further assistance, please do not hesitate to contact me.

Yours sincerely



Interim Chief Executive Officer  
East Suffolk & North Essex NHS Foundation Trust