



**University Hospitals
Coventry and Warwickshire**

NHS Trust

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[REDACTED]

8 July 2026

Ms Linda Lee
Acting Area Coroner for Coventry & Warwickshire
Coroner's Office
Manor House Drive
Coventry
CV1 2ND

Dear Ms Lee

Re: REGULATION 28 REPORT TO PREVENT FUTURE DEATHS (Natalia Cestaro)

Thank you for your correspondence following your investigation into the death of Natalia Cestaro, (Tali), who sadly died on 15 November 2023 at University Hospital.

I write in response to the matters of concern outlined in the Prevention of Future Deaths (Regulation 28 report dated 14th May 2026), specifically the particulars outlined in (b) which seek assurances in relation to interface working and liaison between UHCW as the acute provider, and CWPT as the mental health provider.

In response I can confirm that we have agreed the content of a Memorandum of Understanding (MOU) with CWPT (copy attached). The MOU seeks to bring clarity to roles and responsibilities for those circumstances in which an inpatient mental health patient may be admitted to UHCW for the treatment of a physical health condition

This MOU document describes a shared working arrangement that seeks to ensure that patients are transferred to UHCW with all of the relevant information required about their mental health condition such as care plans, risk profile information and management plans to continually support mental health care and treatment

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alongside the treatment required to meet the patients physical health care needs.

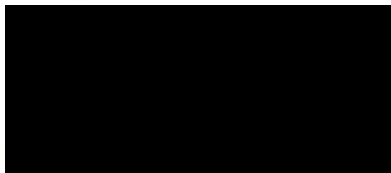
This MOU is further supported by a Standard Operating Policy developed by CWPT and shared with UHCW (also attached) which outlines processes that will be followed when a patient is transferred to UHCW

The MOU and the SOP process will be subject to routine monitoring to provide assurances re: compliance (as described with Section 6.3 of the MOU and Section 8 of the SOP document).

Where challenges arise in the management of any in-patients transferred to UHCW from CWPT this will be escalated (in hours) to the CWPT clinical matron for the service area or nominated person in their absence and where required through the established daily system calls that take place between senior clinical leaders (UHCW and CWPT). Out of hours any matters of concern can be escalated through the established on-call arrangements (24/7).

I hope this response outlines the agreements we have reached and provides assurances that changes have been made to improve the interface working arrangements between UHCW and CWPT so that we can provide the best care that we can to those patients who need to receive care for a physical health condition at UHCW alongside mental health in-patient treatment.

Yours sincerely

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Chief Executive Officer