



Our Reference
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HM Senior Coroner Andrew Tweddle
HM Coroners Office
PO Box 282
Bishop Auckland
County Durham
DL14 4FY

26th January 2015

Dear Sir,

**RE: The inquest touching the death of Geraldine Liege Kilborn Deceased
Response to Regulation 28 Report to Prevent Future Deaths**

I am writing in reply to you email dated 10th December 2014 containing the Regulation 28 Report to Prevent Future Deaths ("PFD Report") following the conclusion of the inquest touching the death of Geraldine Liege Kilborn Deceased which was heard before you, sitting with a jury, at the Coroner's Court, Crook commencing on 3rd December and concluding on 5th December 2014.

In hearing evidence at Ms Kilborn's inquest you have identified matters of concern as follows:

1. There was a clear breakdown in sharing of information known to the mental health team with other members of some ACCT reviews. Evidence was given that there has been a change in service provision contracts since the death of the deceased and that mental health staff will now work weekends. Nevertheless, it is vital that in appropriate cases where a prisoner is on an ACCT and has had substantial mental health input that they both attend relevant ACCT reviews and their opinions are given sufficient weight. It is noted that the mental health nurses never chair such ACCT reviews as case manager and this case has revealed that even in attendance, their views might not be given sufficient weight.
2. Witnesses confirmed that they often did not read much of the ACCT document prior to the ACCT review and they relied upon input of other attendees who might know the prisoner and upon their face to face assessment of the prisoner at the

time. In this case, some ACCT review members had limited day to day experience of the deceased, whose temperament and presentation could change "like a light switch" and therefore face to face presentation could well be misleading. Thus in cases where ACCT review was called for, it would seem appropriate for further consideration to be given to the question of review panel membership generally as well as, as above, mental health input in particular.

Response:

At the time of Ms Kilborn's death, the provision for mental health services delivered by Tees Esk and Wear valley NHS Trust covered Monday to Friday 9.00am to 5.00pm with on-call provision over the weekend. You heard evidence that the on-call facility was accessed by staff, including the first weekend Ms Kilborn was at HMP Low Newton.

From April 2015 the health service delivery model will change from a Prime Provider model to a 7 Lot commissioning model. The National Health Service Commissioning Board has procured seven services - GP Services including Pharmacy, Dental, Optometry, Community Care, Non-Clinical Substance Misuse, Mental Health and Support Services. The new providers are to work collaboratively in defining a community focused approach to which health care and substance misuse services will interface. The new providers will continue to work very closely with key stake holders and prison governors to map out pathways of care. Governance structures will promote an improved patient safety culture.

Better communication is a requirement between all stakeholders. Daily reviews will be undertaken by a member of the mental health team, as on any patient allocated into Healthcare with mental health issues. In addition all complex ACCT cases will be discussed at morning handover to increase staff awareness. A registered nurse with previous knowledge of the patient will be in attendance at an ACCT review.

In addition Mental Health staff are given access to the case review diary to give them an opportunity to schedule or prepare for any upcoming reviews. If a mutual convenient time cannot be accommodated a written or verbal input will be supplied by the Mental Health team which will be appropriately documented on the case review notes.

As head of healthcare, I attend the Governors meeting each morning and pertinent information is handed to the mental health team relating to individual patients.

With regard to the sharing of information from SystemOne, medical confidentiality is ensured and information is shared with the consent of the patient. All staff are reminded of the importance of reviewing previous entries in the ACCT document.

If you require any further information, please do not hesitate to contact me.

Yours sincerely




Head of Healthcare
HMP Low newton