

Avon and Wiltshire 
Mental Health Partnership NHS Trust

Maria Voisin
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The Coroner's Court
The Courthouse
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Chief Executive's Office
Jenner House
Langley Park
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29 September 2016

Dear Ms Voisin

I am writing in response to the Prevention of Future Death report you issued to this Trust following the inquest into the death of Oliver Ford deceased. The response has been prepared by [REDACTED], the Quality Director for North Somerset Services.

1. Following the review, the telephone triage process now includes the access trigger tool which is a trust wide tool that requires every clinician to ask in depth questions about risk. In essence it is a risk assessment which will indicate an immediacy of response.

The access trigger tool will assess:

Referrer concerned about

Family members/carer concerned about:

Referrer requesting:

Lack of corroborative information

Two or more previous contacts (by any means) to AWP services from other sources about this person

Patient previously known to AWP services

Previous history of significant suicide attempts or risks

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Adverse life-event or unresolved factors reported to be associated with suicidal ideation or risk to others – e.g. pending court appearance

Recent serious self-harm, especially if life-threatening or planned

Co-morbid alcohol and/or drug use judged to have adverse impact on mental state and level of risk

Previous history of self-harm

Substance and alcohol use

Risk summary

Continued...

Acting Chair
[REDACTED]

Trust Headquarters
Jenner House, Langley Park, Chippenham, SN15 1GG

Chief Executive
Hayley Richards

Pending or recent discharge from inpatient mental health care or other transition
Admission history
Further detail relating to known risk information

1.1.1 Clinical information regarding current presentation:

1.1.2 High risk clinical syndrome - depression, adjustment disorder, psychosis, emotionally unstable personality disorder

1.1.3 Any Safeguarding issues

1.1.4 Impulsivity

1.1.5 Currently, or very recently, in a high risk situation - e.g. threatening to jump from a height, located in a high risk setting such as a railway line

1.1.6 Referrer reports any kind of difficulty in engaging with patient

1.1.7 If known to mental health services, care coordinator expresses concerns regarding risk and requests temporary allocation to a more intensive treatment pathway

1.1.8

There are now 2 clinicians on duty at PCLS until 8.00pm Monday to Friday, the service transfers at 8pm, to the Intensive Support Team that operates 24 hours per day.

2. Following the Access Trigger Tool assessment the clinicians are required to document on RIO a full rationale for decision making based on the collateral information gathered from the Access Trigger Tool. This is being used in all Access referrals.

This process is audited by the PCLS Team Manager on a monthly basis.

3. For all urgent and emergency referrals the PCLS service will be covered by the Intensive Support Team (outside of its normal operating hours which are Monday to Friday 08.00-20:00). The Intensive Support Team operates 24 hours per day 365 days per year.

Any action that requires follow up outside PCLS working hours (including bank holidays and weekends) will be handed over to the Intensive Support Team for action.

If you require further information, please do not hesitate to let me know.

Yours sincerely



Interim Medical Director on behalf of

Dr Hayley Richards
Chief Executive