

Please respond to:

  
Associate Director of Legal Affairs  
Trust Headquarters  
9 Alie Street  
London  
E1 8DE  
Telephone: 020 3738 7253

4<sup>th</sup> August 2017

Acting Senior Coroner Ian Pears  
The Court House  
Woburn Street  
Amphill  
Bedfordshire  
MK45 2HX

Dear Sir

**Inquest touching upon the death of Andrew Codling**

This is a formal response to your Regulation 28 Report dated 23<sup>rd</sup> June in which you set out your concerns relating to the care Mr Codling received from East London NHS Foundation Trust.

Your concerns related specifically to the handling of a telephone call made by a member of staff at the Community Mental Health Team (CMHT) to Mr Codling.

The call had been in response to a message left by Mr Codling on the mobile phone of the member of staff. The call was returned the same day, a Friday afternoon. As Mr Codling had not answered the call the member of staff left a voicemail message asking Mr Codling to call him back within the next few minutes or the matter would be dealt with on Monday.

You were concerned that the member of staff had missed the opportunity to reinforce that there were other means of help should Mr Codling require it.

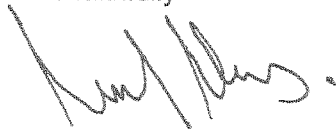
In response to the concerns raised, a new protocol has been developed and implemented within the CMHTs. The protocol provides guidance to staff in relation to the use of mobile phones in communication with service users. Where a member of staff provides a service user with their mobile phone number an explanatory letter is now provided. This includes information on who can be contacted should the call not be answered, depending on the nature of the call and what assistance is required.

The Protocol also provides clear guidance to staff when responding to messages from service users, in the event the service user does not answer the call. The Protocol requires staff to leave a message providing relevant information on who to call in the event they require urgent support (ie Duty Worker, Crisis Team or A&E) and provide the relevant telephone numbers. This will ensure that in similar circumstances service users will be clear that there are other options available to them should their care coordinator not be available.

I hope that the action taken provides you with assurance that the Trust has taken appropriate action and that your concern has been adequately addressed.

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

Yours faithfully

A handwritten signature in black ink, appearing to read 'Kevin Cleary', written in a cursive style.

**Dr Kevin Cleary**  
**Chief Medical Officer**