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16 March 2018

Dear Ms Harrold

**Re: Inquest into the death of Paul Lawrence HANTON – 5 to 7 December 2017**

Thank you for your letter dated 22 January 2018 enclosing your Report to Prevent Future Deaths under Regulation 28 Coroners (Investigations) Regulations 2013. I write to formally respond and to provide you with details of the actions taken by the Trust as a result of matters revealed during the Inquest.

I will address each of the three Matters of Concern, identified within your Report, in turn:

**Need for clear information during 999 call**

During the course of the Inquest, the Trust recognised that it would assist with the making of the 999 call if the specific information required by the police was fully collated beforehand. Thus, the Checklist document, which Jo Scott provided to you at the Conclusion of the Inquest, was created. That Checklist is based upon the specific questions that the police ask during a 999 call as well as the additional information that the Inquest evidence identified as being of assistance.

In your Report you identify that having all the relevant information in one location would be advisable to assist the 999 call-maker. Moreover, you identify the need for the information to be provided to the police within the 'golden hour'. I wholly agree that clear, effective and timely communication between the Trust's staff and the police is essential when a patient has gone AWOL and, to ensure that Trust staff provide such communication, I confirm that the Checklist is now being incorporated into the Trust's new AWOL policy. Whilst this is yet to be finalised, I enclose a copy of the version of the Checklist that will appear in the new policy at Appendix D. Additionally, I enclose a copy of the new AWOL policy's Appendix C Flowchart which directs staff to the Appendix D Checklist.

**CCTV accessibility**

I confirm that the CCTV used at Langley Green is now accessible at all times for police viewing. I enclose a copy of the staff instructions on how to access that CCTV. These

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Chief Executive: Samantha Allen

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instructions are positioned next to the computer that controls the CCTV so that any member of staff can access the system for the police. Additionally, I confirm that, as needed, staff have been provided with training to ensure that they are confident in accessing the CCTV system.

Whilst your Report is limited to Langley Green, I would like to assure you that we will ensure that the police have access to all the CCTV that we are in the process of installing this year.

### **Review of AWOL policy**

In your Report you recommend that we review our current AWOL policy and consider amendment of it in the light of [REDACTED] evidence. As I understand it, during his evidence he questioned the need to await input from the Responsible Clinician ('RC') prior to the 999 call being made, contrary to stage 3 of the current AWOL policy's Appendix C Flowchart. As you will have already appreciated from the above, the Trust's AWOL Policy has now been reviewed and the Appendix C Flowchart revised to accommodate the new Appendix D Checklist. However, as you will see, the decision has been taken not to alter stage 3 of the Appendix C Flowchart. Thus, inclusion of the RC in the risk discussion remains. The rationale for this is that we are confident that staff are able to respond to the level of urgency required in an AWOL situation, understand that the Flowchart is guidance and that it is not an absolute requirement that they speak with the RC. As in Mr Hanton's case, we are confident that staff would respond to the urgency of the situation and make the 999 call without delay, if the RC wasn't immediately available.

I trust that the content of this response and enclosures address your concerns and provides you with complete reassurance. However, if any further clarification is required or I can assist further in any way then please do not hesitate to contact me.

Yours sincerely



**Samantha Allen**  
**Chief Executive**