

6<sup>th</sup> July 2018

**PRIVATE & CONFIDENTIAL**

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[REDACTED]  
Clerk, London Inner South  
Coroner for Inner South District Greater London  
Southwark Coroners Court  
1 Tennis Street  
Southwark  
London SE1 1YD

Dear Mr Thompson

**Re: Prevent Future Deaths Report for KR, [REDACTED]**

We would like to begin by reiterating our deepest sympathy to Katy's family and to assure her family and the Court that we will learn all that we can from this event. Both the Coroner and our Serious Incident investigation found areas where our service should have been better.

The Coroner raised some specific matters of concern, as follows:

1. Failure to communicate in writing a Care Plan and changes to it.
2. Failure to provide a clear route or opportunity to challenge or appeal these changes to the Care Plan.
3. Failure to expressly communicate in writing all routes by which to raise concerns and seek help on a non-emergency or emergency basis.

We propose to address these concerns as follows:

**1. Written Care Plan**

All CAMHS community practitioners, working with Young People with complex mental health difficulties, will complete a Community Care Plan with the Young Person concerned. While this has been our practice for some time, we have not adopted a consistent way of writing and sharing care plans and risk assessments. The Trust completed the testing of the Community Care Plan in June 2018 and CAMHS is now developing an implementation plan for its introduction across community teams. A Community Care Plan summary document is attached with this response.

Monitoring of implementation and communication of the plans, at individual practitioner and team leader level, will be enabled by patient level, team based reports and supervision. CAMHS Borough Community Services will include this new

requirement in their monthly Performance Meetings and progress will be reviewed at the CAMHS Directorate Operational Governance meeting each Quarter.

## **2. Young Person's Engagement**

A striking element of the Coroner's finding was the extent to which, whilst there had evidently been good communications between professionals involved in Katy's care, there were opportunities missed to hear Katy's thoughts and views.

CAMHS community practitioners will ensure that the Community Care Plan proposed is reviewed by the Young Person and their family and then either agreed, or changed, within 4 working weeks. The number of Community Care Plans changed, following challenge or appeal will be audited and performance considered by CAMHS Directorate Operational Governance meeting each Quarter.

## **3. Guidance to Young People, their Parents and Carers**

All CAMHS community services provide clear written guidance to Young People, their families and other agencies on how to seek help from CAMHS and other services. We will remind all staff to make this information available routinely and will conduct a survey with service user, carers and parents in January 2019 to assure the CAMHS Directorate operational management teams that the information is being made available.

Southwark now has an Emergency and Developing Crisis Protocol, which has been widely shared with GPs, schools counsellors, Young People and their families; a copy is attached.

Yours sincerely



Beverley Murphy  
**Director of Nursing**