

Please respond to:

Associate Director of Legal Affairs
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21 October 2019

Coroner ME Hassell
Senior Coroner
Inner North London
St Pancras Coroner's Court
Camley Street
London
NIC 4PP

Dear Madam

Inquest touching upon the death of Tony Dunne

This is a formal response to your Regulation 28 Report dated 20 August 2019 in which you set out your concerns relating to the care Mr Dunne received from East London NHS Foundation Trust (the Trust).

Your concerns related to Mr Dunne's assessment carried out by the registered mental health nurse (RMN) when Mr Dunne called the City and Hackney Crisis and Resolution Home Treatment Team's (City and Hackney HTT) crisis line on 20 February 2019 at 22:51. In particular, you note that it was only over an hour since Mr Dunne was discharged from A&E, yet the RMN did not ask Mr Dunne if he felt suicidal.

I am aware that you heard evidence during the course of the inquest that the RMN believed that she had asked Mr Dunne if he was suicidal during her assessment as it was her usual practice. However, she could not specifically recall if she had. Further, she had not made a full recording in Mr Dunne's medical notes of her assessment. We understand that without a full note you cannot be reassured that a full risk assessment was undertaken and that Mr Dunne was asked if he was suicidal.

Given the concern you raised was not identified in the Trust's SI report we reviewed this matter in more detail. We further identified that the RMN went off sick shortly after her phone call with Mr Dunne and that this likely impacted upon the quality of her medical note.

The importance of good quality, full, complete and appropriate risk assessments is a key skill for all our clinical staff at the Trust. In order to reinforce this, the City and Hackney HTT will be providing additional training during its away days scheduled for 4 and 5 December 2019. This will include:

- 1) Reviewing the core competencies and standard of risk assessment required by clinicians operating the crisis line in line with the Trust's Competency Framework for Mental Health Crisis Lines; and
- 2) Reinforcing the standard of medical record taking expected by the crisis line clinicians in accordance with the Trust's Mental Health Crisis Line Standard Operating Procedure.

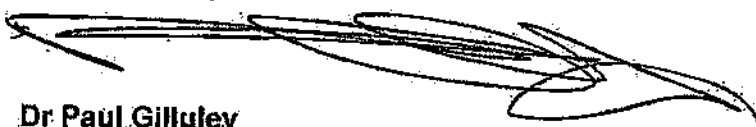
Good quality handover of patient care is also expected of our clinical staff at the Trust including in cases of sudden illness. The City and Hackney HTT will also be providing training in relation to this topic, in accordance with the Trust's Managing Sickness Absence Policy on its away days on 4 and 5 December 2019.

Additionally, the Trust appreciates that in cases of sudden illness, circumstances may arise beyond staff members' control impacting the quality of their handover. In order to ensure continuity of care for all of its patients, the City and Hackney HTT will be rolling out a new protocol on checking outstanding work following sickness. Going forward, if a clinician manning the crisis line is suddenly ill, at the first opportunity, that staff members' immediate line manager will review their case load for that shift and ensure that all appropriate actions have been taken and that this is reflected in the medical notes.

I hope that the information above reassures you that the Trust has taken your concerns seriously and that the action taken has adequately addressed those concerns.

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

Yours sincerely



Dr Paul Gilluley
Chief Medical Officer