

26<sup>th</sup> November 2020

**Private and Confidential**

Caroline Beasley-Murray  
Senior Coroner  
Coroner's Office  
Seax House  
Victoria Road South  
Chelmsford  
CM1 1QH

**Patient Safety Incident Management Team**

The Lodge  
Lodge Approach  
Wickford  
Essex  
SS11 7XX

Tel: [REDACTED]

Chair: [REDACTED]  
Chief Executive: [REDACTED]

Dear Mrs Beasley-Murray,

I am writing to set out the Trust's formal response to the report made under paragraph 7, Schedule 5, of the Coroners and Justice Act 2009 and regulations 28 and 29 of the Coroners (Investigations) Regulations 2013, dated 24<sup>th</sup> September 2020, which was issued following the inquest into the death of Mr Zak Farmer.

I would like to begin by extending my deepest condolences to the family of Mr Farmer. This has been an extremely difficult time for them and I hope that my response provides the family, and you, with assurance that the Trust takes their loss seriously and has taken action to address the issues of concern raised in your report.

In response to the matter of concern regarding a lack of clarity over the meaning of the word "urgent" when a referral is made to the Access and Assessment Team and what steps will be taken if a patient cannot be contacted; I can confirm that the Access and Assessment Service respond to all referrals in line with nationally accepted guidelines and standards. A crisis response is responded to within 4 hours, an urgent response within 24 hours and a routine response within 28 days. All referrals are triaged by the team to establish the response required and risk 'red flags' are used to inform this decision. The 'red flags' are as follows:

**Risk assessment red flags:**

- Gambling issues
- Drug / alcohol issues
- Complex social situation e.g. relationship breakdown
- Financial issues, debt, redundancy
- Male, middle or younger age
- High risk occupations – police officers, doctors, farmers, prison officers
- Complex physical health issues
- Chronic pain
- Family concern / contacting services
- Context and history – have there been multiple recent presentations/referrals?

Since April 2020 the Trust has established a separate Crisis Response Service and all crisis referrals are now actioned by this team.

In response to the matter of concern regarding the EPUT Clinical Guidelines for Community Mental Health Service Users disengaging or non-concordant with current prescribed treatment

plan, I can confirm that this document is currently under review and we will ensure that it is comprehensive and provides clear guidance for staff.

I hope that I have provided you with robust assurance that the Trust has taken steps to address the issues of concern in your report, that we are continuing to take action to strengthen the care provided to our patients, and that patient safety is the Trust's top priority.

Yours sincerely,

  
Chief Executive