

Mr Andrew J Cox  
Senior Coroner  
Cornwall & Isles of Scilly Coroners' Area

Dr [REDACTED]  
Interim Medical Director  
Head Office  
Beacon Technology Park  
Dunmere Road  
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[REDACTED]

14 December 2021

Dear Mr Cox

**Re: Inquest into the death of Darrell Francis SHARPLES, concluded 12/10/2020  
Regulation 28 Report to Prevent Future Deaths - update**

With regard to the concerns you raised following the inquest identified above, and further to the my response of 16/02/2021, and the joint response with partner agencies of the 17/02/2021, I write to provide an update of the actions taken by Cornwall Partnership NHS Foundation Trust (the Trust) to date.

The Trust's Initial Response Service has now been launched. This service provides a single point of access for people presenting in mental distress with the aim of quickly identifying an individual's needs and ensuring they are referred to the most appropriate service. Since its launch in May 2020 this service has shown continued growth, and, as of November, handles an average of 66 calls per a day (please see appendix A for further detail).

This has been further supported by the development of a standardised triage tool to be used by adult mental health services throughout the Trust, and is based on the UK Mental Health Triage Scale. A training package to support those clinicians undertaking triage assessment is currently being developed by the Community Mental Health Team (CMHT) Single Point of Access Team Manager, and this is further enhanced by clear operational policies, guidance and assessment tools ensuring that access to services is consistent throughout the county.

As part of the Trust's joint response with Devon and Cornwall Police and NHS Kernow, I advised that the Trust would build on the provision of the Mental Health Connect service with the development of the 'Professionals Helpline'. This commenced on 01/11/2021 as a 24/7 telephone-based service to provide access to health information and advice to professionals involved in an individual's care, be that health partners, social care or the Police. The line dealt with over 90 calls in the first month (please see appendix A for further details)

Cornwall Partnership NHS Foundation Trust is committed to improving the health and wellbeing of patients, carers, staff, and visitors. We have a Smokefree Policy. This means smoking is not allowed on Trust premises. This includes our buildings, grounds and vehicles. If you smoke and want to stop, please ask any member of staff for free support.

We are a research active trust, to get involved in a research project, please email [cpn-tr.CFTresearch@nhs.net](mailto:cpn-tr.CFTresearch@nhs.net)

For information on mental health medication visit [choiceandmedication.org/cornwall](http://choiceandmedication.org/cornwall)

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As part of our commitment to improved joint working with the police you will be aware that [REDACTED], former Police Superintendent, was appointed to the newly created role of Mental Health Liaison Officer (MHLO) within the Trust at the time of the Inquest. This substantive role has now been fully embedded within the Trust's mental health services and [REDACTED] shares considerable knowledge and expertise across both health and Police services. The role primarily focusses on information sharing, with access granted to both the Trust's and the Police's computer systems, enabling 'live' information to be shared in a timely manner to improve information sharing and joined up working to ensure provision of an efficient and effective service to persons presenting with a mental health disorder in the criminal justice setting.

This work has developed organically, with the MHLO identifying opportunities for further initiatives such as a pilot in the Penwith area whereby a police member of staff attends the CMHT weekly multi-disciplinary meeting, and this is reciprocated by a member of the CMHT attending the fortnightly Police Tactical Meeting, to share intelligence regarding persons of concern. This may be as simple as confirming address details, through to dealing with safeguarding concerns before they become issues, e.g. checking allegations of 'Cuckooing'. Additionally, this approach has also served to build professional relationships between these partner agencies. If successful, this pilot will be rolled out throughout the county.

Further, the '136 Project' is also currently being developed by the MHLO, with a view to providing training to 30 Police Officers to become Mental Health Tactical Advisors within the force who in turn will support their colleagues with a greater understanding of the Trust's mental health services, Mental Health Act legislation, and Police powers under this Act.

An additional post of Neighbourhood Beat Manager for Mental Health has also been established, where a serving police officer, jointly funded by the Trust and Police Crime Commissioner, further strengthens information sharing between agencies and is currently developing a 'Police Passport' to support a more holistic Police response to incident management involving individuals in mental health crisis. This new initiative is being trialled with the Trust's Community Child and Adolescent Mental Health Service (CAMHS) and focuses on creating a crisis plan with a young person, and their family and/or carers, which is then shared with the Police to provide advice and guidance on how best to support the young person should they come into contact with the police, e.g. a plan may contain details like "I am autistic, please do not handcuff me". Once tested, this will be expanded to incorporate adult mental health services and there is a local desire to extend the work of the National Record Locator – a national project led by NHS Digital Services which enables an authorised clinician, care worker and/or administrator, in any health or care setting, to access an index of patient information to support that patient's direct care – to be inclusive of the Police service.

I hope this update provides some assurance of the Trust's ongoing dedication to making improvements within its services and working with partner agencies to develop an effective and proportionate response to those individuals who may find themselves in need of support due to their mental health illness.

If you require any further information, or would like to discuss any of these points further, please do let me know.

Yours sincerely



Dr   
**Interim Medical Director**

**MH Connect and Professional's Line data**

**Mental Health Connect Line**

Since launch in May 2020, calls to the MH Connect 24/7 helpline have been growing. This month, to 21<sup>st</sup> November excluding professional's line calls, the line is receiving an average of 66 calls per day. This represents an increase of +164% vs. the same period last year and +20% vs. last month.

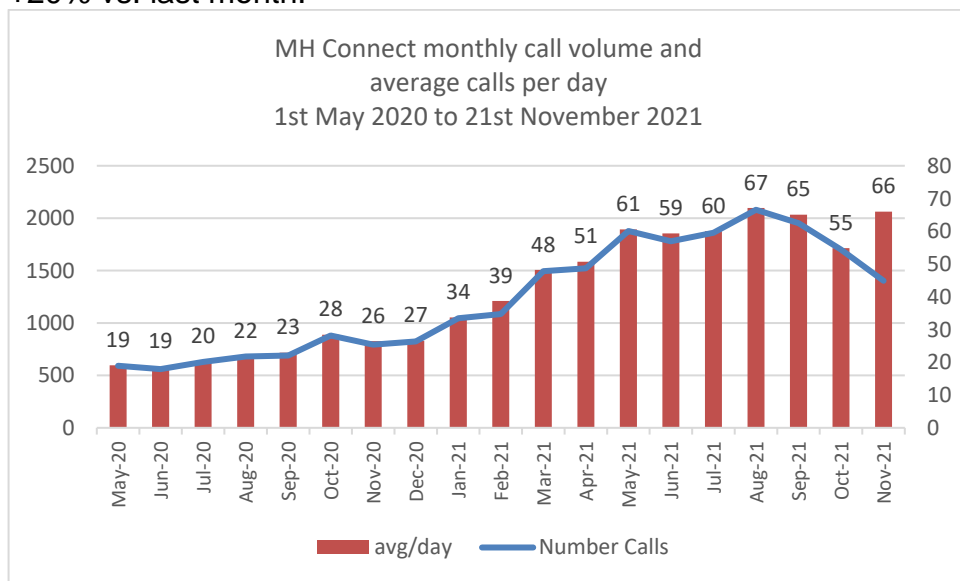


Figure 1 – Monthly calls to MH Connect and average calls per day, Netcall (01/05/2020 to 21/11/2021)

**Professional's Line**

Since launch on 1<sup>st</sup> November, the professional's line has received 90 calls, an average of 4 per day (to 23rd November 2021).

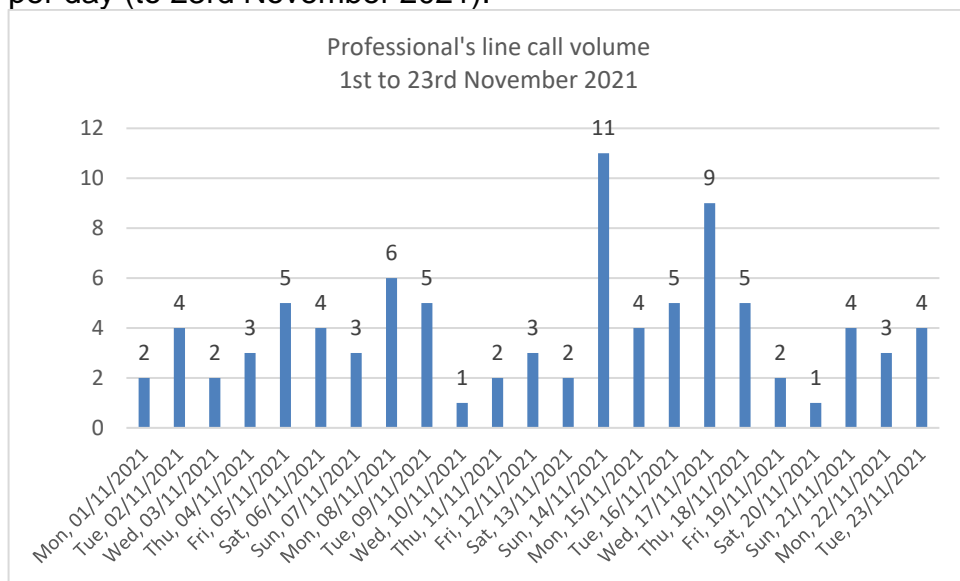


Figure 2 – MH Connect professional's line call volume, Netcall (1 – 23/11/2021)