

Private & Confidential

Ms Lorraine Cordell
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VIA EMAIL ONLY

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27th November 2018

Our Ref: ENF/18/Q2/SC/6273

Dear Mrs Cordell

Re: Your complaint regarding the sharing of your son's information

Thank you for passing on your concerns in your conversation and initial email with Angela Hague on 30th July 2018, and subsequently with Rachel Yona on 10th August 2018. You raised some key questions relating to information governance and the sharing of information regarding your son. Please accept our sincere apologies for the delay in our response to your queries, which was due to there being a separate ongoing investigation within the Trust regarding the matters you have raised.

Your concerns have been investigated and I am now in a position to respond to your complaint. Your concerns were investigated by Rachel Yona (Enfield Adult Mental Health Community Services Manager), and involved interviews with staff and a review of your son's clinical records.

You stated that a report written by Angela Hague regarding your son, dated 15th June 2018 and 19th June 2018, had been presented in court on 26th June 2018. You stated you had not had prior access to these reports, and explained that you had considered the court case and the assessments by Angela Hague were separate processes.

Please be assured that we have looked into this matter and I can confirm the report used in court was not a formal report, but rather a response by Angela to a request for information. The Trust had communicated to the Council Legal Services that we would not be providing a report for the Court and it was recommended they commission an independent report if this were required. However as part of the investigation, it has been highlighted that this communication was only shared verbally with the Council Legal Services, and the position of the Trust was not clarified in writing.

During our communications with the Council Legal Services it was asked whether your son had engaged in his recent assessment, and it was for this reason the information presented in court was given. Our investigation found that the information which was sent was not a limited, direct response to the question posed to the Trust; I sincerely regret therefore that information was overshared and as such this aspect of your complaint is upheld.

This is a matter we have taken very seriously; I would like to offer you our sincere apologies that your son's information was used for anything other than it's intended use whilst in the hands of the



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