

Trust, and assure you that we fully understand our role in ensuring the security and safekeeping of records relating to all of those in our care. We have completed a full internal incident investigation into this matter, and I would like to assure you that all due processes and actions have been taken in relation to this breach.

I understand that you also were concerned about the processing of your son's information by the Court and the Local Authority. We are aware your son did not give consent for his records to be used in Court, and I can confirm the Trust also did not give consent for the sharing of information by the Local Authority with the Court. Our investigation found that the London Borough of Enfield requested to know if your son had engaged in treatment. As part of the legal proceedings the Court had asked for an assessment of your son's capacity to litigate and capacity to understand the meaning of the interim injunction from January 2018. Whilst we cannot speak on behalf of the Courts, we believe that this was why they passed on the information.

I am very sorry to learn that you feel the trust between yourself, your son, and the Mental Health Services has been broken. I understand that your son is now being seen by the Enfield North Locality Team, and I sincerely hope that they will be able to help rebuild the trust and develop a good working relationship with yourself and your son.

I understand that when you discussed your concerns with Rachel Yona (Enfield Community Services Manager) you raised your view that you feel there were inaccuracies within your son's report. Please be advised that whilst we are unable to retrospectively amend records, we are able to add additional entries to reflect your views and comments, and we would be very happy to add any information as you see fit.

Please be assured that the recommendations from this complaint will be shared with the London Borough of Enfield Legal Services and across our Enfield Adult Community Mental Health Teams, to ensure all agencies involved in this situation can learn from this regrettable incident.

We appreciate all feedback from service users' experience of our service as this helps us to assess, reflect on our actions and improve the care we provide. Staff members are committed to providing and delivering a high standard of care to all our service users. We try to ensure that through good support and training opportunities, staff are enabled to deal effectively and sensitively with the needs of all service users and their relatives. When members of our staff fall below the expected levels of performance, we ensure that issues are addressed and dealt with quickly. Our aim is to learn from these experiences and give assurances that any actions as a result of our investigation will be delivered.


If you remain unhappy after this further contact you have the right to take your complaint to the Parliamentary and Health Service Ombudsman. The contact details are as follows:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P 4QP

Helpline: 0345 015 4033

Thank you for bringing these matters to our attention.

Yours sincerely



Jinjer Kandola
Chief Executive



Chairman: Mark Lam
Chief Executive: Jinjer Kandola