

by email

10 January 2019



Dear Review lead,

I am writing to you ahead of the review you will be conducting into what went wrong at North Essex Partnership University NHS Trust. This is following on from our [Missed Opportunities report](#) that looked into the failings at North Essex Partnership University NHS Foundation Trust through two of our cases.

I am enclosing both investigation reports that relate to these cases in order to inform the review as it begins its work. This includes Ms Leahy's as well as the other complainant referenced in our Missed Opportunities report. As the Parliamentary and Health Service Ombudsman I have powers from the [Health Service Commissioners Act 1993 s.14 \(2I\)](#) that allow me to share our investigation reports with an organisation or an individual if I feel it is in the public interest to do so. We have also today published a redacted version of our final investigation report of Ms Leahy's case, which you can find on our website [here](#). The other complainant expressed they did not wish to have their report published.

We have chosen to redact a number of details in the final report of Ms Leahy's case around the circumstances of Matthew's tragic death. We do this in line with [official Samaritans guidance](#) to reduce risk that someone might imitate the methods used.

Both reports demonstrate a series of failings on behalf of the trust including poor management of environmental risks, missed opportunities to monitor wellbeing, as well as failures to conduct adequate investigations. These incidents happened within the same ward of the same trust, just a few years apart. This demonstrates a clear failure to learn from mistakes. You have agreed to conduct a review into what happened at the Trust as well as what lessons can be learned to prevent the same mistakes from happening again.

We thank you for your crucial work on this.

Please do get in touch if you have any questions.

Yours sincerely

Rob Behrens

Rob Behrens CBE
Ombudsman and Chair
Parliamentary and Health Service Ombudsman

