

Patient Safety Department

Safer Care Group
St Nicholas House
St Nicholas Hospital
Jubilee Road
Gosforth
NE3 3XT

Our ref: 732101/GH

13 October 2026

Tel: 01912458808

PRIVATE AND CONFIDENTIAL

Mr Andrew Cousins
Allerdale House
Workington
Cumbria
CA14 3YJ

Dear Mr Cousins

RE: Inquest of Grace Hopkins

I write in response to your letter dated 13 July 2026 which was in relation to Best Interests Meetings and the inclusion of family members in these meetings. The Best Interest meeting held in Mrs Hopkins case was arranged by the Acute Trust whilst she was an inpatient there. This means that unfortunately CNTW are unable to comment on the attempts made to contact the family and the timeliness of this invite.

However, CNTW have taken this opportunity to communicate to all staff the importance of ensuring the correct family members are invited to these meetings, recognising in complex cases this can be multiple family members. Staff have also been informed that when arranging the meetings families must be contacted in a timely manner to allow for attendance.

I hope that this provides you with assurance that in complex cases CNTW have further strengthened assurance for presence of family and carers voice in the Best Interests Meetings.

Yours Sincerely



Selma Osman

**Group Medical Director
Community Care Group**