

**NOTE: The Trust's telephone number has changed**  
**The New Number is:** [REDACTED]

*Minicom Service is available within the Trust on request*

**Our Ref:** COM 3  
**Your Ref:**  
**Date:** 30 March 2001

*✓ [Signature]*

**PRIVATE & CONFIDENTIAL**

Mr Neville Crawford  
[REDACTED]

DHS OFFICE  
TCH  
- 2 APR 2001  
RECEIVED

Dear Mr Crawford

Thank you for your letter of 16 March 2001. I note your desire for a specific response to your concerns regarding the adequacy and quality of care provided to Lucy in April of last year. I fully appreciate that there are many unanswered questions for yourself and Mrs Crawford regarding the causes of Lucy's death. Indeed, as Bridget, and later Michael MacCrossan, on my behalf, sought to clarify for you, the reason we initiated the review, was our concern with the speed of Lucy's deterioration.

In sharing Mr Fee's report with you under cover of Mr MacCrossan's letter dated 10 January, it was, and continues to be, our hope that this will have started to provide some of the answers to your questions.

Turning specifically to the point made in your most recent correspondence, the outcome of our review has not suggested that the care provided to Lucy was inadequate or of poor quality. As you will be aware, the Trust engaged an independent consultant, from another Trust, to review Lucy's case notes and to advise us on this very question. We do however accept and acknowledge that our review has flagged up issues which the Trust will wish to address for the future. These include communication and written records, and are referred to in Mr Fee's report.

LC-SLT

034-090-270