

19 May 2026

April letters BHSCT Chief Executive to the families of former MAH patients

This Freedom of Information request concerns the proposed general letter from the Belfast Health and Social Care Trust Chief Executive to the families of former Muckamore Abbey Hospital patients.

Therefore please can you confirm the following:

- 1. Was a general letter from the Chief Executive prepared for issue to all Muckamore families?**
- 2. On what date was that letter signed?**
- 3. What was the intended date, or intended dates, for delivery of the letter to families?**
- 4. What was the reason the letter was not delivered as planned?**
- 5. What is the current plan for issuing or delivering the letter to families, including any proposed date or method of delivery?**
- 6. Can you confirm whether any families who were complaining of abuse at MAH, but do not have cctv evidence were included?**

Thank you for your Freedom of Information request dated 20 April 2026. The questions you have asked are addressed below.

There was not a general letter from the Chief Executive of Belfast Trust prepared for issue to all families connected to Muckamore Abbey Hospital.

On 20 April 2026, Belfast Trust wrote to those families where CCTV footage on specific wards at Muckamore Abbey Hospital between March 2017 and September 2017 showed concerns about ill-treatment of their loved ones. The purpose of the letter was to invite families to meet with staff for an update on the Trust's internal disciplinary processes. The letter was also an opportunity to introduce Jennifer Welsh as Belfast Trust's Chief Executive and to acknowledge the profound impact that the abusive behaviours of staff have had on their loved ones, and on their families.

It was planned to issue the letters over the week of 13 April. Regrettably, there was a delay and this did not happen as it was decided that some further explanation should be included in the letter. The letter was issued the week of 20 April. Every letter was

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hand-delivered and appointments were made with families to arrange that they receive their letter. It was always the plan to hand-deliver these letters. To reiterate for the purpose of clarification, the reason that a letter was sent to some families and not others, was because some families and their loved ones have a link to an internal disciplinary process, and others do not. The internal disciplinary process has arisen from the actions and behaviours of staff captured on CCTV footage at Muckamore Abbey Hospital between March 2017 and September 2017.