

Action Plan - Independent Investigation Report into the death of B

Approved by Executive Team on 13.08.14

Recommendations	Agreed response / additional action(s)
<p>Recommendation 1: Co-location</p> <p>The Trust should further consider the opportunities and limitations of co-location across the patch for health and social care staff as a means to facilitation of communication and information-sharing. Whilst co-location is not always possible or practical, the impact upon communication may be significant and extra care may be needed to develop solutions where co-location is impractical</p>	<p>AGREED. Co-location is in line with the Trust's clinically-informed Estates Strategy and in Suffolk this is part of the Integrated Delivery Team model. Across Norfolk and Suffolk the Trust continues to explore co-location opportunities, not only with mental health services but also the wider health and social care network as part of our commitment to integration.</p> <p>In Mid-Suffolk the Trust has purchased a building in Stowmarket which will allow a number of separate teams to move into one base later in 2014.</p> <p>Lead Director: Leigh Howlett (Commercial Director)</p>
<p>Recommendation 2: Carers</p> <p>The investigation team recommends that attention is given as part of staff training and reflective practice to the association between mental ill health and caring for someone with significant mental and/or physical problems. New guidance on the value of as assessment of carers' needs should be included as part of this.</p>	<p>AGREED. On 24th April 2014 The Trust's Board of Directors approved a proposal to adopt the Triangle of Care for mental health. The key elements of this are:</p> <ol style="list-style-type: none"> 1) Carers and the essential role they play are identified at first contact or as soon as possible thereafter. 2) Staff are 'carer aware' and trained in carer engagement strategies. 3) Policy and practice protocols re confidentiality and sharing information are in place. 4) Defined post(s) responsible for carers are in place. 5) A carer introduction to the service is available, with a relevant range of information across the acute care pathway. 6) A range of carer support services is available. <p>Progress of services in implementing the Triangle of Care will be reported to the Board of Directors every six months.</p> <p>Lead Director: Jane Sayer (Director of Nursing, Quality and Patient Safety).</p>

<p>Recommendation 3: Domestic violence and abuse</p> <p>It will be important for the Trust to include as a routine part of staff training and/or reflective practice a focus on the association between domestic violence and risk of homicide. This should help to ensure that policy on the conduct of initial interviews and risk assessment keeps pace with the evidence.</p>	<p>AGREED. Following the publication of NICE guidance (February 2014) the Trust carried out a benchmarking exercise and identified that the need for further training in order to meet this standard, <i>“Frontline staff in all services should be trained to recognise the indicators of domestic violence and abuse and ask relevant questions to help people disclose their past or current experiences of such violence or abuse. The enquiry should be made in private on a one-to-one basis in an environment where the person feels safe, and in a kind, sensitive manner.”</i></p> <p>The Trust now has DV basic awareness at induction, and introduced statutory mandatory level as a day's course. This will be evaluated in the light of the Domestic Homicide Reviews we have had in line with the Community Safety Partnership action plan. Work is also underway to create a standard for staff to ask about DV as part of assessments.</p> <p>Lead Director: Jane Sayer (Director of Nursing, Quality and Patient Safety).</p>
<p>Recommendation 4: Family testimony</p> <p>The investigation team recommends that awareness is raised about the importance of family testimony. At local level for clinicians, this could be achieved via training for staff which includes representation from users, carers and family members as appropriate and/or a focus on reflective practice.</p> <p>We would also suggest that national and local commissioners of investigations (Stage 3 and Stage 2 respectively) strengthen their governance and quality assurance mechanisms for independent investigations to ensure that information from carers and families is always sought.</p>	<p>AGREED. The importance of this has been recognized by the Board which receives testimony from service users and family carers at its private sessions in order to inform board thinking. The Trust's Recovery College includes a course on 'telling your story' which provides people with the skills to use their experiences constructively to inform recovery and service improvement. The Medical Director will write before 31.08.14 to lead clinicians to emphasise the importance of listening to families.</p> <p>Lead Director: Hadrian Ball (Medical Director)</p>
<p>Recommendation 5: Support for staff</p> <p>The investigation team believes that support for staff could be improved if, as a matter of course, a senior manager attended in person when a serious incident (SI) occurs. In addition, there may be value in developing a staff support policy that brings together all the guidance currently available on the intranet into one place. Responsibility to maintain and</p>	<p>AGREED. It is standard practice for at least one senior manager to meet with staff after an SI to provide immediate support, a formal debrief and to assess ongoing support needs.</p> <p>The Trust has a dedicated section on the Intranet called, "Staff Well-being"</p>

update this and ensure that support is tailored to individual needs to be clearly defined and assigned.

which includes information for staff on how to access support. This includes

- 24 hour confidential counselling and support service
- Free access to the Trust's online individual wellbeing support zone for staff and their families
- Staff Physiotherapy Service
- Wellbeing and Resilience Workshops for staff and managers
- Support to make healthy lifestyle changes
- Locality/Service based employee forums and local based initiatives
- Discounts at Local Gyms and for local health activities

Lead Director: Jane Marshall-Robb
(Director of OD and Workforce.