



**Safeguarding Adults Review concerning Rose**

**Action Plan: March 2019**

<b>Recommendation</b>	<b>Action</b>	<b>Who</b>	<b>Time frame</b>
<b>1. The Joint Emergency Team (JET) to review their initial documentation to ensure a full assessment is completed when assessing for placement, this must include a risk assessment for care needs and assessment of mental capacity where there is any concern about mental capacity</b>	1.Task and Finish Group to discuss and make amendments as required in the care needs assessment form currently used by the local authority in terms of: -level of detail and areas covered -completion and comprehensiveness -risk assessment of care needs -assessment of mental capacity	JET Manager and RBG and CCG Commissioning Head of Safeguarding	31 May 2019
<b>2. The provider organisation to assure itself that the pre-admission assessment process is fully completed; a full description of any issues raised to be completed in full with written text to enable a seamless handover for the patient when admitted.</b>	2.a. Care providers to give assurance to RBG and CCG Commissioning about changes in documentation, policies and procedures in terms of: - review of pre-admission form, including risk assessments, which should include information about equipment used in the community and compatibility with equipment used in the care home; - training staff in completing documentation and assessing competency;	Care home provider until December 2017  Care home provider after December 2017	Three-monthly consultation meetings to measure progress

	<p>- any changes in policies and procedures referencing learning from SAR.</p> <p>2.b. RBG Quality Assurance Team to conduct a separate focussed compliance review to gather providers internal policies, processes and audit arrangements.</p> <p>Evidential service visits to provider to test adherence to policy.</p> <p>CCG Commissioning to seek assurance from all care providers.</p> <p>2.c. General advisory letter sent outlining expectations and requirements from SAR recommendations.</p>	<p>RBG and CCG Commissioning</p> <p>RBG and CCG Commissioning</p> <p>CCG Commissioning</p> <p>RBG commissioning</p>	<p>1 April 2020</p> <p>21 March 2019</p>
<p><b>3. All assessments are to be completed upon admission for service users which must include full assessments of identified risks in a timely manner as outlined in the provider organisation's policies, and that these lead to robust care plans to meet the service user's needs.</b></p>	<p>3.a. Care providers to give assurance to RBG and CCG Commissioning that procedures in terms of pre-admission assessments are followed, and to report on monitoring and/or audit arrangements.</p> <p>3.b. RBG Quality Assurance Team -Care Plan audits remain a key component of the RBG Quality Monitoring process which determine robust reflective service user care plans.</p>	<p>Care home provider until December 2017</p> <p>Care home provider after December 2017</p> <p>RBG and CCG commissioning</p>	<p>30 April 2019</p> <p>Forms part of routine spot checks during Quality Monitoring visits.</p>

	<p>3.c. CCG Commissioning to seek assurance from all care providers</p> <p>3.d. General advisory letter sent outlining expectations and requirements from SAR recommendations.</p>	<p>CCG Commissioning</p> <p>RBG commissioning</p>	<p>21 March 2019</p>
<p><b>4. The provider organisation to ensure that all staff have both management and clinical supervision as required by their policy that includes discussion of all training needs and shortfalls.</b></p>	<p>4.a. Care providers to give assurance to RBG and CCG Commissioning that all staff have clinical and management supervision:</p> <p>Care provider until December 2017:</p> <ul style="list-style-type: none"> <li>provide assurance that systems and policies are in place for supervision and describe audit/monitoring arrangements within the organisation</li> </ul> <p>Care provider since December 2017:</p> <ul style="list-style-type: none"> <li>provide assurance that systems and policies are in place for supervision and describe audit/monitoring arrangements</li> <li>report on current supervision compliance rate and if necessary any actions undertaken to improve this</li> </ul> <p>4.b. A key component of RBG Quality Monitoring visits RBG and CCG Commissioning to seek assurance from all care providers.</p> <p>4.c. General advisory letter sent outlining expectations and requirements from SAR recommendations.</p>	<p>Care home provider until December 2017</p> <p>Care home provider after December 2017</p> <p>RBG &amp; CCG commissioning</p> <p>RBG Commissioning</p>	<p>31 May 2019</p> <p>31 May 2019</p> <p>Forms part of routine spot checks during Quality Monitoring visits.</p> <p>21 March 2019</p>

<p><b>5. The provider organisation to assure itself and the Royal Greenwich Safeguarding Adults Board that:</b></p> <ul style="list-style-type: none"> <li>• all staff are fully aware of when they need to undertake moving and handling training;</li> <li>• staff attend this training; and</li> <li>• staff are competent to undertake moving and handling (including locum/agency staff).</li> </ul>	<p>5.a. Care providers to report on moving and handling training compliance to RBG and CCG Commissioning:</p> <p>Care provider until December 2017</p> <ul style="list-style-type: none"> <li>• provide assurance that systems and policies are in place for moving and handling training and describe audit/monitoring arrangements</li> </ul> <p>Care provider since December 2017:</p> <ul style="list-style-type: none"> <li>• provide assurance that systems and policies are in place for moving and handling training and describe audit/monitoring arrangements</li> <li>• report on current moving and handling compliance rate and if necessary any actions undertaken to improve this.</li> </ul> <p>5.b. RBG &amp; CCG Commissioning to seek assurance from all care providers.</p> <p>5.c. General advisory letter sent outlining expectations and requirements from SAR recommendations.</p>	<p>Care home provider until December 2017</p> <p>Care home provider after December 2017</p> <p>RBG and CCG Commissioning</p> <p>RBG Commissioning</p>	<p>31 May 2019</p> <p>31 May 2019</p> <p>Forms part of routine spot checks during Quality Monitoring visits</p> <p>21 March 2019</p>
<p><b>6. The provider organisation to ensure that all patients must be measured for the use of the correct slings and the terminology used must be consistent to ensure the most junior staff are clear about the difference between a hoist and sling.</b></p>	<p>6.a. Care providers to ensure that all residents have individual and appropriate slings and equipment, and report to RBG and CCG commissioning.</p>	<p>Care home provider until December 2017</p> <p>Care home provider after December 2017</p>	<p>31 May 2019</p>

	<p>6.b. To discuss the importance of individual slings for residents at the next Care Home Forum.</p> <p>6.c. A separate Task and Finish group to examine guidance regarding matching slings to residents.</p>	<p>RBG commissioning</p> <p>RBG and CCG Commissioning, Occupational Therapy Head of Safeguarding</p>	<p>26<sup>th</sup> of July 2019</p> <p>July 2019</p>
<p><b>7. The provider organisation to review its communication systems ensuring communication between all agencies and family members is paramount and consistent. Documentation must be formulated to support this with the correct information.</b></p>	<p>7.a. Care providers to give assurance to RBG and CCG Commissioning in terms of policies and procedures around communication:</p> <ul style="list-style-type: none"> <li>-internal communication</li> <li>-communication with professionals</li> <li>-communication with family members</li> <li>-monitoring arrangements</li> </ul> <p>7.b. RBG and CCG Commissioning to seek assurance from all care providers.</p> <p>7.c. General advisory letter sent outlining expectations and requirements from SAR recommendations.</p>	<p>Care home provider until December 2017</p> <p>Care home provider after December 2017</p> <p>RBG and CCG Commissioning</p> <p>RBG Commissioning</p>	<p>30 April 2019</p> <p>30 April 2019</p> <p>Forms part of routine spot checks during Quality Monitoring visits.</p> <p>21 March 2019</p>

<p><b>8. The provider organisation to ensure that following any internal investigation, an action plan against the findings and recommendations must be formulated and implemented. This then should be recorded through their governance processes for assurance of implementation, minuted and archived for future evidence.</b></p>	<p>8.a. Care providers to give assurance to RBG and CCG Commissioning in terms of:          -incident recording system          -internal investigation process          -action plan and embedding learning</p>	<p>Care home provider until December 2017</p> <p>Care home provider after December 2017</p>	<p>30 April 2019</p> <p>30 April 2019</p>
	<p>8.b. RBG and CCG Commissioning to seek assurance from all care providers:</p>	<p>RBG and CCG Commissioning</p>	<p>Forms part of routine spot checks during Quality Monitoring visits.</p>
	<p>8.c. General advisory letter sent outlining expectations and requirements from SAR recommendations.</p>	<p>RBG Commissioning</p>	<p>21 March 2019</p>