



**KMPT ACTION PLAN FOLLOWING THE
INDEPENDENT INVESTIGATION INTO THE CARE AND TREATMENT OF Mr X
February 2016**

				Date Plan Created/ Updated	21.06.2016
Job title of manager completing action plan	Community Recovery Service (CRSL) Line Assistant Director Complaints and Serious Incident Facilitator	Team	Kent and Medway Partnership Trust community Mental Health Team		
Service Line	Community Recovery Service Line	Date of Incident	12.09.2011		
Persons responsible for monitoring/review	Chair of the CRSL Independent Inquiry and Domestic Homicide Review Action Group KMPT Quality committee - this committee will review progress quarterly.				
Brief Summary of Incident	On the 12/09/2011 Mr X was arrested on suspicion of the homicide of his father in the family home. Mr X had been receiving long term care and treatment from the Kent and Medway NHS and Social Care Partnership Trust.				
Task and Finish group	This action plan sits within the scope of the Kent and Medway Partnership Trust 'Independent Inquiry and Domestic Homicide Review Action Group' through which it will be monitored and reviewed to ensure learning is integrated within the Trusts Community Recovery Service Line (CRSL) and embedded into practice.				



The members of the group are Assistant Director (Chair) Quality and Patient Safety Lead, Complaints and Serious Incident Facilitator, Care Programme Approach Lead, Community Lead Nurse. Specialist expertise from Policy and Legal Teams will contribute to the group to assist with translating actions into practice.

	Recommendation/ Requirement/Learning as per IODEM	Action Required As per IODEM	Owner	To be Achieved by (date)
1	<p>Improving Long Term Care</p> <p>A recommendation to better support the needs of service users who require Long term Secondary Care.</p>	<p>1. To develop a Long Term Care Framework which will support and guide staff to deliver good quality care to service users.</p> <p>2. The supervision process must demonstrate that it includes discussion and reflection regarding service users whose care comes within the Long Term Care Framework.</p> <p>3. Supervision audits to take place on a regular basis to demonstrate that the supervision chain is identifying and addressing shortfalls.</p>	Action Group	May 2017
2	<p>Building Relationships with Carers</p> <p>An essential requirement in the long term care and</p>	<p>1. Holistic assessments must consider the needs of the carers and the wider social network and will be documented</p>	Action Group	May 2017



	<p>treatment of patients is the development of an effective and collaborative relationship with carers.</p>	<p>within the CPA Core Assessment paperwork.</p> <p>2. The effective implementation of this recommendation to be monitored within the Team Supervision Process as outlined above in Recommendation 1.3</p> <p>3. Supervision audits and case reviews (at Risk Forums) will monitor Carer involvement in Assessment and Care Planning in accordance with Policy and the Trusts Carers Strategy.</p> <p>4. Collateral histories should be taken from carers to secure a greater insight into a patient's situation and those of the carers themselves. These will be documented within RIO and captured within supervision and when required at local Risk Forums.</p>		
<p>3</p>	<p>Responding to the Patient's needs.</p> <p>Effective care and treatment must be needs and risk led and Care Programme Approach (CPA) reviews must be regularly conducted.</p> <p>All Long Term Care cases must include a review of holistic historical data, which must inform the current and future; Core Needs Assessments, Care Plan, Risk Assessment and Crisis and Contingency</p>	<p>1. The CPA Policy must reinforce the position of patient centred clinical care as the cornerstone of care management in delivering services.</p> <p>2. The CPA policy must review the sharing of information process within a framework of parallel statutory and policy processes which uphold the rights of families and individuals.</p>	<p>Action Group</p>	<p>May 2017</p>



	<p>Planning.</p> <p>All long term cases will be referred to the Locality Risk Forum on a mandatory annual basis as a minimum.</p>	<p>3. The Care Programme Approach Care Co-ordinator Training programme is to be fully reviewed.</p> <p>4. KMPT to launch a new Person Centred Care Plan, developed in partnership with Service Users.</p> <p>5. Supervision must be led by case load reviews to provide assurance of evidence based best practice.</p>		
4	<p>Information contained in Medical Records.</p> <p>It must become standard practice to access historical clinical records including Rio, Epex and archived paper records to support the consolidation of historic information within current care and treatment.</p>	<p>1. The Trust will develop a protocol to support the access and review of all records for those who come within the Long Term Framework of care.</p> <p>2. Chronology and timeline project is to be reviewed for effectiveness and impact.</p> <p>3. Locality Clinical Governance Team Meetings are to ensure audits of the protocol at 4.1 are built into the Terms of Reference</p>	Action Group	May 2017
5	<p>Working with Carers</p> <p>The Independent Investigation Team has</p>	<p>1. Advance Decisions should underpin the care and treatment to those with a severe and enduring mental illness to</p>	Action Group	May 2017



	<p>highlighted a number of issues regarding a lack of inclusion of carers' views in the care of the Perpetrator.</p>	<p>support treatment and home life options when a person becomes unwell.</p> <p>2. Consent to share information should be regularly reviewed and updated to support effective communication between the Multi Disciplinary Team (MDT), the Service User, their family and wider social networks. Current policies and protocols to be reviewed.</p> <p>3. Carers must have a contact point to access at times of crisis and stress. Communication should be established as early as possible.</p> <p>4. The Trust to review its Carers Strategy to support Carers being able to access and receive appropriate psychological as well as practical support.</p> <p>5. The Trust will develop a strategy to deliver training and education, to families, and along with families. Engagement will be key with families caring for those with complex severe and enduring Mental Health problems.</p>		
<p>6</p>	<p>Learning from Adverse Events</p>	<p>1. KMPT will improve its investigating standards by</p>	<p>Action Group</p>	<p>May 2017</p>



	<p>The Independent Investigation identified that the Trust must take a Long Term Perspective view when investigating Serious Incidents.</p>	<p>applying the NHS Serious Incident Framework for Investigating Serious Incidents to support robustness.</p> <p>2. The Trust must take active steps to ensure that staff and clinicians are supported in relation to adverse events.</p> <p>3. The Trust must implement processes to ensure that learning takes place and that this is evidenced through reduced Serious Incidents and improved practice in managing Long Term Care cases.</p>		
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