



**KMPT ACTION PLAN FOLLOWING THE
INDEPENDENT INVESTIGATION CARRIED OUT BY VERITA RELATING TO 'Mr D'**

Job title of manager completing action plan	Assistant Director Community Recovery Service Line (CRSL)	Team	Thanet Community Mental Health Team	Date Plan Created/ Updated	01/07/2016
Service Line	Community Recovery Service Line	Date of Incident	6 TH March 2011		
Persons responsible for monitoring/review	Assistant Director Community Recovery Service Line – Patient Safety				
Brief Summary of Incident	On the 6 th March 2011 Mr D assaulted a fellow resident in a house of Multiple Occupancy in the Thanet area, who later died.				



	Recommendation/ Requirement/Learning as per VERITA	Action Required	Owner	To be Achieved by (date)
1	<p>Kent & Medway Partnership Trust (KMPT) and the Clinical Commissioning Group (CCG) should be assured that the allocation of Care Programme Action (CPA) and non CPA cases is undertaken in accordance with Trust Policy and its needs led.</p> <p>Clinical documentation must identify the responsible Care Co-ordinator and detail how often CPA reviews should be undertaken</p>	<ol style="list-style-type: none"> 1. Robust Performance monitoring of CPA/non CPA cases through Business Intelligence (BI) reporting is a key feature in every team. 2. A CPA compliance audit tool to be developed. 3. The KMPT Policy Lead for CPA to carry out regular random audits in each Team. 4. CPA Audit Results to be shared with each Service Manager and Locality Actions plans developed and monitored. 5. CPA Audit to be reviewed at six month interval to monitor improvements. 	Action Group	December 2016
2	<p>KMPT should be assured that Service Users subject to CPA receive care and support which</p>	<ol style="list-style-type: none"> 1. KMPT to demonstrate CPA compliance through performance and 	Action Group	December 2016



	<p>is compliant with CPA guidance; (including care planning, risk assessment and risk management planning).</p> <p>Governance arrangements within CRSL should support CPA audit compliance at least every six months and report its findings to the board.</p>	<p>clinical auditing processes as 1.1 & 1.3.</p> <p>2. CRSL to implement robust Patient Centred Care Planning Audits and Clinical Risk Assessment and Management Audits within each Team and report the findings to the CRSL Patient Safety and Quality Board.</p> <p>3. Audit findings will be fed back to each Team for locality Action Planning.</p> <p>4. Audit outcomes will be governed by the CRSL Patient Safety Group for discussion, assurance and action.</p>		
<p>3</p>	<p>Depot Clinics must be underpinned with the introduction of robust guidance to govern the way in which the clinics operate and support individuals.</p> <p>It is recommended that the Trust undertakes an audit to ensure compliance with the above guidance.</p>	<p>1. Review the KMPT Policy and Guidance on Medications Management.</p> <p>2. Review the Policy and Guidance regarding the management of Depot Clinics to support improved standards.</p> <p>3. Policy and Practice to ensure that a holistic review of the wider service users needs is undertaken as part of the</p>	<p>Action Group</p>	<p>December 2016</p>



		<p>Depot clinic process.</p> <p>3. Audit tool and audit results to be published and disseminated to Teams for compliance and actions.</p>		
4	<p>The Trust should review the protocols with partnership agencies such as housing services to ensure effective communication and information-sharing for the safety of patients and the general public. This should take place within the next three months</p>	<p>1. KMPT to seek assurance that the Multi Agency Professionals Meeting Terms of Reference is embedded practice in each Team.</p> <p>2. Ensure that Accommodation providers are invited to contribute to CPA reviews, or their views are sought.</p> <p>3. Review existing Policies and Protocols regards information sharing between agencies/providers within the context of 'Clinical Risk Assessment and Management of Service Users.'</p> <p>4. Improve local interface arrangements with external providers to better support Service Users.</p>	Action Group	December 2016



Kent and Medway **NHS**
NHS and Social Care Partnership Trust