





## An Independent Investigation into the Care and Treatment of a Mental Health Service User Mr. M in Cornwall

### Combined Action Plan

Recommendation	Organisation	Action taken	Timescale	Evidence	Assurance
<p><b>Recommendation 1:</b> The Trust must ensure that it fully executes its Duty of Candour responsibilities and that where there are parallel investigations by other agencies advice is only sought from senior staff about the most appropriate methods of communicating with affected parties</p>	Cornwall Partnership NHS Foundation Trust	CFT has a defined process for Duty of Candour as per regulatory requirements. The process is contained in the being Open and Duty of Candour Policy which has been revised and was last ratified on 11 <sup>th</sup> February 2019. The process has been audited by Internal Audit once since 2016 and positive assurance provided, and is currently being audited in Quarter 4 of 2018/19	May 2019 on completion of Internal Audit	<p>Up-dated Policy</p>  <p>Policy Duty of Candour.pdf</p>	Internal Audit will be shared with CCG at Quality Review meeting.
<p><b>Recommendation 2:</b> If it has not already been actioned, the Trust must ensure that appropriate audits are undertaken regarding the effectiveness of the new protocol for the Complex Care and Dementia Team, taking any remedial action required if the effectiveness is found to be lacking.</p>	Cornwall Partnership NHS Foundation Trust	The Trust completed audits as detailed in Recommendation 2 and considers this action completed.	With Immediate Effect	Since the implementation of the new protocol services have changed where some teams have integrated.	Trust audit programme.

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<p><b>Recommendation 3:</b> The Trust must provide assurance that the expectations of the clinical record keeping policy are met.</p>	<p>Cornwall Partnership NHS Foundation Trust</p>	<p>CFT conducts annual audits of record keeping. In addition, operational services conduct local audits to ensure record keeping is of an expectable standard. The use of SBARD within progress notes is being cascaded across trust services and is a Quality priority for 2019/20.</p>	<p>Monitored as part of Quality Account 2019/20</p>	 <p>Quality Priority 4 Record Keeping.docx</p>	<p>Progress reported to CCG at Quality Review Meeting.</p>
<p><b>Recommendation 4:</b> Kernow Clinical Commissioning Group must ensure that the policy covering the management of serious incidents includes a requirement for oversight of provider investigation action plans, and appropriate and documented dialogue between the commissioner and relevant provider/s.</p>	<p>NHS Kernow Clinical Commissioning Group</p>	<p>NHS Kernow complies with the national serious incident framework, confirmed by recent external audit.</p> <p>NHS Kernow hosts a Cornwall-wide serious incident forum which brings together providers to share learning. CFT and OSW are members of this forum. This forum links into the SW Community of Practice network for wider learning.</p>	<p>31/01/2019</p>	<p>External audit requested by NHS England; TIAA commissioned to complete. No outstanding actions.</p> <p>Terms of reference</p>	<p>TIAA external audit completed November 2018; assurance agreed.</p> <p>All organisations are members of the Cornwall-wide serious incident forum.</p>

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<p><b>Recommendation 5:</b> Outlook South West must consider what actions it can take to mitigate the risk of patients choosing not to share relevant clinical information with their therapist, now that therapists no longer have access to the GP clinical record system</p>	<p>Outlook South West</p>	<p>The only action that could be taken in response to Recommendation 5 is that a standard phrase is entered into each GP letter that says, "Please inform us if you have any concerns or to alert us to any other relevant services that are also involved in this person's care".</p>	<p>With immediate effect.</p>	<p>None available as at the date of this submission. The evidence will be contained in the letter template sent to GP's via the IAPT patient record management system.</p>	<p>This will become part of the operating instructions for Therapists and administrative staff with immediate effect.</p>
<p><b>Recommendation 6</b> The Trust must ensure that effective approaches to clinical interventions in inpatient services (eg "the patient story") are rolled out to community teams.</p>	<p>Cornwall Partnership NHS Foundation Trust</p>	<p>Patient Stories are utilised every month in a variety of settings to understand patients and carers experiences</p>	<p>With immediate effect.</p>	<p>Patient stories are shared with teams including the Trust Board.</p>	<p>Progress reported to CCG at Quality Review meeting.</p>

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<p><b>Recommendation 7:</b> The Trust must ensure that staff are able to identify and recognise the different types of supervision set out in the Supervision Policy ratified in March 2016, in order that staff can use supervision sessions appropriately.</p>	<p>Cornwall Partnership NHS Foundation Trust</p>	<p>The Supervision Policy has been revised (2018), and the Trust has in place a system for recording this electronically.</p>	<p>Completed</p>	 <p>Supervision Policy.pdf</p>	<p>Completed in 2016, and revised in 2018 as detailed in Policy.</p>
<p><b>Recommendation 8:</b> The Trust must ensure that staff explore patients' literacy abilities and then communicate information in a way that is accessible and personalised.</p>	<p>Cornwall Partnership NHS Foundation Trust</p>	<p>The Trust has access to easy read and accessible information as per national requirements. Care plans are personalised and include the patient's voice. This is also a Quality priority for the Trust in 2019/20.</p>	<p>Monitored as part of Quality Account 2019/20</p>	 <p>Quality Priority 3 Care Plans.docx</p>	<p>Progress reported to CCG at Quality Review meeting.</p>
<p><b>Recommendation 9:</b> The Trust and Kernow Clinical Commissioning Group must assure themselves that the therapy strategy sufficiently addresses the provision and use of qualified therapy staff across the Trust, ensuring that gaps in access to appropriate therapy are properly addressed.</p>	<p>Cornwall Partnership NHS Foundation Trust &amp; NHS Kernow Clinical Commissioning Group</p>	<p>The Therapy Strategy has been revised and is now delivered across RCHT and CFT with clear professional lines of accountability. This commenced in 2017. In addition, Psychological Services have increased within the Complex Care and dementia operational services with input from Exeter University Professor.</p>	<p>1/4/19</p>	<p>The revised Therapy Strategy</p>	<p>Progress reported to CCG at Quality Review meeting.</p>