

APPENDIX 5

Suggested Action Plan

No.	Recommendation	Responsible person	Date to be completed	Acceptable evidence	Monitoring arrangements	Date closed/progress With evidence
1.	EPUT should go back and review the care of all patients whose psychiatric care was transferred from CPFT to EPUT in September 2017 (approx. 100 patients) to ensure that their care and treatment has not been adversely affected by inadequate handover of care	Director West Essex Community Physical and Mental Health Services Associate Director West Essex Mental Health Services	February 2023	a)A one-off written review with accompanying action plan if indicated	Annual monitoring through the Quality and Safety Meetings Safeguarding Business meeting	Completed 8/8/22
2.	EPUT should ensure that all transfers of care for patients subject to CPA are in accordance with the CPA policy and should ensure that a robust hand over from Care Coordinator to Care Coordinator takes place.	Director West Essex Community Physical and Mental Health Services Associate Directors for	February 2023	b)A Transfer of care audit will be completed by operational teams within CMH across EPUT of CPA transfers within the Trust and between the Trust and other organisations	Annual monitoring through the Quality and Safety Meetings Safeguarding Business meeting	The implementation of the Mental Health Framework for Adults and Older Adults will require a review of the audit process in subsequent years to reflect new models of practice.

		Mental Health Services		c) This audit will be included on the Clinical Audit Priority Programme for the Trust for 23/24		
3.	EPUT should undertake an audit of referrals within services for working age adults to explore the current time periods from receipt of the referral to providing a service which addresses the concerns of the referrer. This audit should include referrals both from colleagues in secondary care and primary care	Director West Essex Community Physical and Mental Health Services Associate Director West Essex Mental Health Services	February 2023	d) A one-off audit showing time from receipt of referral to providing a service with accompanying action plan if indicated	Annual monitoring through the Quality and Safety Meetings Safeguarding Business meeting	Completed 8/8/22
4.	EPUT should embed a process to ensure that when a referral is accepted to their community mental health teams the care coordinator or other relevant professional working with that patient makes contact with the patient's family/carers at the earliest opportunity to provide a point of contact for the family and to listen to the families' views on the care the patient needs	Director West Essex Community Physical and Mental Health Services Associate Director West Essex Mental Health Services	February 2023	e) Policy document f) Feedback from carers demonstrating evidence of policy implementation	Annual monitoring through the Quality and Safety Meetings Safeguarding Business meeting	Completed 8/8/22 The Social Leadership Team have developed a Carers Support Policy and Procedure that highlights the importance of Carers support under the Care Act. It is the role of all Operational Managers within Adult

						<p>MH to understand their duties within this Policy and support the Care Coordinators to undertake this duty. This emphasizes the importance of Identifying Carers at the first point of contact, referring for assessments, undertaking the assessments, Carers Support Plan and applications for Carers Direct Payments where appropriate. Signposting carers for support.</p> <p>The Carers team have developed virtual Carers Awareness Training that all staff are required to undertake. The team offer training and</p>
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						<p>support in undertaking the Carers Assessment as highlighted within the Act.</p> <p>The team have also developed the Carers Engagement Framework in partnership with the broader areas/departments within EPUT to highlight Carers Awareness and have identified specific outcomes to be achieved within the 2-year period of the framework. The Framework was signed off by the Patient and Carer Experience Sub Committee, chaired by the CEO. There is currently work being undertaken in terms of</p>
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						<p>the action log to review the identified outcomes.</p> <p>Carer Link Workers have been recruited to support adult CMHT's (as part of the S.75) and are actively supporting the teams to identify Carers and refer for assessments.</p> <p>The team also arranges monthly sessions (clinics) for staff to discuss any issues they may relating to the carers agenda and support.</p>
5.	<p>EPUT Mental Health, should work together with local Primary Care and Social Services to produce collaborative processes and consider joint training which would also enable staff to build</p>	<p>Lead by Director West Essex Community Physical and Mental Health Services in</p>	<p>February 2023</p>	<p>g) Evidence of collaborative events, strategy documents or training</p>	<p>Annual monitoring through the Quality and Safety Meetings</p>	<p>Completed Adult social care teams are now all aligned to the PCNs/PACTS to deliver the multi-</p>

	their networks of professionals to contact when support is required	conjunction with local primary care and social services leads			Safeguarding Business meeting	agency integrated working pathways.
6.	EPUT should ensure that communication with mental health patients about prospective or missed appointments takes into account the potential that the patient may be vulnerable due to mental disorder and may have difficulty in engaging and forming relationships with service providers and as a result may need more assistance/support to ensure that they attend.	Director West Essex Community Physical and Mental Health Services Associate Director West Essex Mental Health Services	February 2023	h) Revised policy document on disengaged patients	Annual monitoring through the Quality and Safety Meetings Safeguarding Business meeting	Guidance To Support Active Engagement including DNA guideline (Disengagement Guideline) CG77 has been approved. The need for an overarching policy has also been identified by the Clinical Governance Sub Committee.
7.	EPUT should ensure all failed urgent home visits are communicated to a team leader or equivalent to agree an appropriate plan of action including, if necessary, the use of out of hours services	Director West Essex Community Physical and Mental Health Services Associate Director West Essex Mental	February 2023	i) Revised policy document DHR Communication via EPUT safeguarding Newsletter and key messages.	Annual monitoring through the Quality and Safety Meetings Safeguarding Business meeting	Guidance To Support Active Engagement including DNA guideline (Disengagement Guideline) CG77 has been approved. The need for an overarching policy has also been identified by

		Health Services				the Clinical Governance Sub Committee.
8.	EPUT should ensure any significant concerns from the GP regarding a patient's health must be brought to the attention of the patient's consultant Psychiatrist	Director West Essex Community Physical and Mental Health Services Associate Director West Essex Mental Health Services	February 2023	j) Revision Operational Policy	Annual monitoring through the Quality and Safety Meetings Safeguarding Business meeting	Completed
9.	EPUT should ensure that their own policy in relation to placing patients with multiple needs and serious risk on CPA is robustly implemented	Director West Essex Community Physical and Mental Health Services Associate Director West Essex Mental Health Services	February 2023	k) All registered staff to complete mandatory Risk Management Training Compliance report to be monitored by service leads.	Annual monitoring through the Quality and Safety Meetings Safeguarding Business meeting	
10.	EPUT should ensure that their own policy in relation to	Director West Essex	February 2023	l) Communication via EPUT safeguarding	Annual monitoring	

	discharging patients in their absence due to non-engagement is robustly implemented	Community Physical and Mental Health Services Associate Director West Essex Mental Health Services		Newsletter and Communications Review of Safeguarding Training.	through the Quality and Safety Meetings Safeguarding Business meeting	Safeguarding Training L3 reviewed to include discharge of disengaged patient and policy guidance.
11.	EPUT should ensure that their own policy in relation to patients who disengage with services is robustly implemented	Director West Essex Community Physical and Mental Health Services Associate Director West Essex Mental Health Services	February 2023	j) Policy review Communication via EPUT safeguarding Newsletter & Comms	Signed off by the Trust board	Guidance To Support Active Engagement including DNA guideline (Disengagement Guideline) CG77 had been approved by Trust governance processes. The need for an overarching policy has also been identified by the Clinical Governance Sub Committee.
12.	EPUT Community Mental Health Teams have a scenario-based learning session on safeguarding issues. This should include the importance of considering the needs of	Director West Essex Community Physical and Mental Health Services	February 2023	k) The safeguarding Team will consider the issues and embed into case scenarios for L3 Safeguarding Training	Signed off by CMHT managers	

	patients who are carers and additional support required including respite care	Associate Director West Essex Mental Health Services		I) Attendance monitored via service leads		
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*The date required for completion of actions is based on a report publication of summer 2021. Should publication be later then the date should be revised to six months after publication