



Patient safety incident response plan

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Contents

Introduction	3
Our Services	3
Defining our patient safety incident profile	8
Defining our patient safety improvement profile	9
Our patient safety response plan: national requirements	10
Our patient safety incident response plan: local focus	11

Introduction

This patient safety incident response plan sets out how LOROS Hospice intends to respond to patient safety incidents over a period of 12 to 18 months. The plan is not a permanent rule that cannot be changed. We will remain flexible and consider the specific circumstances in which patient safety issues and incidents occurred and the needs of those affected.

Our services

LOROS Hospice is a local charity and every year we care for over 2,500 people across Leicester, Leicestershire and Rutland. We deliver free, high-quality, compassionate care and support to terminally ill patients, their family and carers. We deliver care that is special and unique to each individual.

The Hospice offers specialised care for those over 18 years old with complex problems who are suffering from a terminal illness when cure is no longer possible, this includes:

- Short-stay inpatient ward for complex symptom management and/or end of life care
- Outreach support in the patient's home - Clinical Nurse Specialist and Compassionate Neighbours service
- Day Services
- Counselling & Bereavement support

We also offer support for patients' families and carers.

Inpatient Ward

The aim of our 31-bed Inpatient Ward is to provide high quality care to patients, their families and friends, addressing physical, psychological, emotional and spiritual needs. The focus of this care is to enhance quality of life.

The team of doctors, nurses and other Hospice staff promotes dignity and individual choice and strives to improve the patient's care experience.

Enablement

A skilled and experienced team of occupational therapists, physiotherapists, and therapy assistants, work collaboratively as a multi-disciplinary team to enable patients to progress towards their personalised goals. The aim is to support them in fulfilling their potential for maximum independence and functioning in daily life, and helping them to achieve their goals as appropriate. This often includes working with patients and their families.

Occupational therapists and physiotherapists work together to provide ways of maximising a patient's independence and helping them to get home if appropriate.

Social Work

The LOROS Social Work Team works with the other multi-disciplinary professionals surrounding the person and those important to them. The team ensures that the support and services offered are person-centred and holistic.

The Social Work Team can offer a wide variety of support to the person and carers. The team provides holistic insight into patients and their families using advanced communication, interpersonal skills, knowledge, and experience. Listed are just a few of the ways the Social Work team can help you:

- Work with other agencies to protect vulnerable adults/children, following internal Safeguarding procedures
- When appropriate, advocate for clients and their families
- Organise and facilitate best-interest family/professional meetings in liaison with the multi-professional team to ensure all relevant parties are informed and decisions discussed with all concerned

- We anticipate and identify the bereavement needs of families and carers by working alongside the Bereavement Specialist to provide pre and post-bereavement support, as appropriate
- Liaise with and assist senior nurses as part of discharge planning and lead in linking with external agencies to benefit the patient and their families
- Refer to the welfare benefit teams or other external agencies to address complex financial, legal or housing issues when necessary
- Ensure an equitable service is delivered to patients and their families, irrespective of the service they access

Counselling, bereavement and psychological support

A specialist confidential counselling service is available for patients and their families who are anticipating grief and who are terminally ill and bereaved. Counselling gives people the opportunity to talk through their experience with trained counsellors who enable patients and families to make more sense of their feelings. The services includes specific support for children aged 5-18 years where a family member is or has been cared for by LOROS. A bereavement support service is also available in the Hospice and in the community.

Spiritual and Cultural Support

The team is available to support patients, their families and friends, staff and volunteers. The purpose of the team is to meet the spiritual and religious needs of individuals of any or no faith.

Compassionate Neighbours

Our highly trained Compassionate Neighbours volunteers provide companionship, practical and emotional support to patients in their homes for up to four hours per week. Our volunteer visitors allow relatives and carers to leave home with peace of mind or to have time to themselves. The service is tailored to meet patients' needs and the needs of their relative or carer. Our volunteers will adapt themselves according to how patients are feeling on the day. This service does not offer personal care.

Day Therapy

LOROS Day Therapy is a nurse-led service at the Hospice running Tuesday to Friday. The focus of the care is to enhance quality of life, promoting dignity and individual choice. Attendees are offered 8 fortnightly sessions.

Wellbeing Hub

LOROS runs a café-style Wellbeing Hub for people with a progressive life-limiting condition on the **first** and **third** Monday of each month, from 10am-3pm.

Based in Day Therapy, the Wellbeing Hub is led by volunteers. As well as creative sessions, with painting, drawing and other arts, the hub offers wellbeing with relaxation and tai chi. In the coming months, it is hoped there will be live music and other plans include a book swap.

The Hub has a café where sandwiches, cakes, snacks and drinks can be purchased.

There's no need to book, and you don't need a referral from a healthcare professional, you can just come along. Carers are welcome too.

Clinical Nurse Specialists

The LOROS CNS Team work alongside nurses from Leicestershire Partnership Trust to provide specialist palliative care and advice to patients and families in their own homes. This Team is called the Integrated Community Specialist Palliative Care Team (ICSPCT)

The care is achieved through direct patient contact and liaising with other health and social care providers. The CNS's are based in Community Nursing Hubs alongside the wider community teams across Leicester, Leicestershire and Rutland.

ICSPCT is supported by 2 LOROS Community Consultants, available daily to advise the nurses, provide home visits if required and liaise with other Health Professionals as appropriate.

Lymphoedema Service

The nurse-led lymphoedema service provides specialist care for patients with lymphoedema caused by cancer or cancer treatments and for palliative patients known to other LOROS services

Lymphoedema is a build-up of tissue fluid that causes swelling in any part of the body. It Occurs when the fluid drainage system in parts of your body is not working very well. The drainage system is known as the lymphatic system. Lymphoedema is a long-term (chronic) condition. It cannot be cured, but it can usually be well controlled.

Complementary Therapy

A range of complementary therapies are offered to patients and relatives primarily to enhance well-being and quality of life, this is provided both to inpatients, Day Therapy and outpatients.

Outpatients

LOROS provides a medical Outpatients service at the Hospice. Patients will be seen by a palliative care doctor following a referral from a healthcare professional such as a GP. Some patients who are too unwell can be seen at home.

Young Person and Transition Service

LOROS has a Young Person and Transition Key Worker to support patients and relatives aged 18-30 while accessing our services and to make the transition to LOROS from children's services as smooth as possible. This includes identifying individual needs, ensuring

that age appropriate services are available, signposting to other organisations if required and providing a main point of contact for young people and their families.

Telephone Befriending

We also offer a volunteer telephone befriending service. Volunteers can provide a weekly telephone call to patients and their family carers, to offer a listening ear and emotional support. The same volunteer will call each week, at a mutually convenient time, offering ongoing support and continuity.

Defining our patient safety incident profile

LOROS has always had patient safety as a central focus of its operations and is committed to being open and honest with patients and their families when things go wrong. In order to ensure that all incidents are properly prioritised the Hospice has a Management of Incidents and Accidents Policy which clearly maps out its approach.

The management of incidents are overseen through the weekly Significant Events group meeting, which is chaired by the Director of Patient Services & Clinical Quality. Membership of the group includes:

- Matron
- Medical Director
- Head of Community & Outreach Services
- Ward Manager / Deputy
- Clinical Quality & Patient Safety Lead
- Social Worker
- Health & Safety Officer
- Director of People

In addition, the incident data is shared at the quarterly Clinical Governance & Development Committee and the medication incidents are discussed at the quarterly Medicines Management Group.

Incident data

Between January - December 2023 619 clinical incidents were reported and five were serious patient safety incidents which were reported to the Integrated Care Board and the CQC - see breakdown below of the serious incidents:

Category 4 pressure ulcer developed in our care	July
Category 3 pressure ulcer developed in our care	September
Patient sustained a fracture in Day Therapy	September
Unexpected death	October
Patient sustained a fracture following a fall - Inpatient ward	November

Defining our patient safety improvement profile

There is a significant amount of patient data reported and shared at the Clinical Governance Quarterly meetings. With the introduction of the national Patient Safety Incident Response Framework (PSIRF), this is an opportunity for LOROS to formally review and streamline the data, clinical audit process and incident reporting practices to ensure they are as efficient and effective as possible. We have identified three key areas to focus on: Falls; Pressure Ulcers; Medication

We have also commenced work on moving to an additional incident reporting module (LFPSE - Learning from Patient Safety Events), which has been incorporated into our current incident reporting system - Vantage.

Our patient safety incident response plan: national requirements

Patient safety incident type	Required response	Anticipated improvement route
Incidents meeting the Never Events criteria	Patient Safety Incident Investigation	Create local organisational actions and feed these into the quality improvement strategy
Death thought more likely than not due to problems in care (incident meeting the learning from deaths criteria for patient safety incident investigations (PSIIs))	Patient Safety Incident Investigation	Create local organisational actions and feed these into the quality improvement strategy

LOROS will share the outcomes from serious patient safety incident investigations with the patient or family, with any learning and actions for improvement.

Our Patient Safety Partners will be also be involved in specific patient safety improvement projects and service design/change. Any significant changes to services will be shared wider with stakeholders.

Our patient safety incident response plan: local focus

Patient safety incident type or issue	Planned response	Anticipated improvement route
Deep dive into falls Incidents	<p>Sentinel incidents</p> <p>Review falls checklist on Sentinel (Vantage)</p> <p>Update falls prevention policy</p> <p>Review falls factsheet and information</p>	<p>Identify any themes and learning. Create local safety actions and feedback on the improvements through the Clinical Governance & Development Committee & Senior nurse meetings, learning lessons bulletins</p> <p>Develop an enhanced falls risk assessment which will identify what extent of care is required and referral triggers</p> <p>Ensure staff are using up to date procedures and guidance</p> <p>Patient information, leaflets and website</p> <p>PSIRF sharing at PSIIN (Patient Safety Incident Investigation Network)</p>
Staff training	Key staff to complete Patient Safety Level 1 module	<p>Increase in best practice and patient safety champions</p> <p>Key roles to complete level 2</p>

	Clinical development programme to include falls prevention /management and neuro observations	
Deep dive into pressure Ulcers Incidents	<p>Sentinel incidents</p> <p>Individual incidents may require a PSII (Patient Safety Incident Investigation) which will be agreed at the weekly Significant Events meeting</p> <p>Review of pressure ulcer data</p> <p>Update pressure ulcer management policy</p>	<p>Identify any themes and learning. Create local safety actions and feedback on the improvements through the Clinical Governance & Development Committee & Senior nurse meetings, learning lessons bulletins</p> <p>Review Pressure Ulcer equipment and introduce the Purpose T assessment tool</p>
Medication Incidents	Sentinel incidents	Identify any themes and learning. Create local safety actions and feedback on the improvements through the Clinical Governance & Development Committee & Senior nurse meetings, learning lessons bulletins

	<p>Individual incidents may require a PSII (Patient Safety Incident Investigation) which will be agreed at the weekly Significant Events meeting</p> <p>Review of medication incidents data</p> <p>Update medicines management policy and processes</p>	
Patient and Carer engagement	Patient and carer engagement on patient safety	<p>Hospice user group members (Patient Safety Partners): participation in surveys, review patient information literature, interview panel members for senior clinical posts</p> <p>Future plan is for Patient Safety Partners to be involved in complaint reviews.</p>

LOROS is keen to disseminate key learning themes across the organisation and this is done through:

- Learning from clinical incidents
- Team meetings
- Multi-Disciplinary meetings
- Learning lessons bulletins

- Lunch & learn

Patient, family and carer engagement is a vital element of service improvement and development for LOROS. Feedback is currently received via 'Tell us What You Think' questionnaires. A digital survey in collaboration with the University of Leicester will commence in April 2024.