

**Collated Action Plan in Response to the Recommendations made in the
Report of a Review in Respect of Mr L and the provision of Mental Health Services
following a Homicide committed in October 2012**

Recommendation 1 - In Relation to Cardiff and Vale University Health Board

Cardiff and Vale University Health Board should provide HIW with strong and clear assurances that actions identified from the Health Board's own internal review following this tragic incident have been implemented and completed.

Response From Cardiff and Vale University Health Board

Cardiff and Vale University Health Board appointed an investigation team to carry out a detailed internal review using Root Cause Analysis methodology following the incident. The related Root Cause Analysis report was completed in June 2013 and it, together with the resultant action plan, were shared with HIW at the commencement of the review. All actions identified have now been implemented and completed and a closure has been submitted to Welsh Government in relation to the incident.

Action	Lead	Timetable
To provide HIW with the completed action plan following the Health Board's own internal review.	Clinical Board Nurse for Mental Health	Completed and submitted to HIW 19-09-14

Recommendation 2 - In Relation to Cardiff and Vale University Health Board

In relation to discharge arrangements, Cardiff and Vale University Health Board should ensure that a robust review process exists for all patients following their discharge from secondary care services/settings. This process should include measures to ensure that:

- a) A written contingency plan is developed setting out the action to be taken if an emergency or deterioration in a patient's condition occurs. This plan should be subsequently shared between the CMHT team, the patient's General Practice, the patient and the patient's carers (where appropriate).

<p>Response From Cardiff and Vale University Health Board A policy and a local assessment form is already in place. There is also a process in place to audit this.</p>		
Action	Lead	Timetable
To review the current policy and process to ensure that the new process for sharing the contingency plan is reflected in the CMHT policy.	Clinical Board Nurse for Mental Health	End October 2014
To audit compliance with use and completion of the discharge communication.		End October 2014
<p>Recommendation 3 - In Relation to Cardiff and Vale University Health Board</p>		
<p>In relation to communication, Cardiff and Vale University Health Board should:</p> <p>a) Review and consider the adequacy of communication and information sharing procedures between its Community Mental Health Teams, Crisis Resolution and Home Treatment Teams and GPs, and how these can be improved.</p>		
<p>Response From Cardiff and Vale University Health Board CMHT and Crisis teams already have access to a single electronic record.</p> <p>There is a process in place to inform GPs of both discharge and significant changes in patients' treatment plans. There is also a process in place for communication and escalation of information from CMHTs to Crisis teams.</p> <p>Under the Quality Outcomes Framework (QOF), GP practices are required to ensure patients with certain mental health disorders have a comprehensive care and treatment plan documented in the records and agreed between individuals, their family and / or carer as appropriate.</p>		
Action	Lead	Timetable
Establish a monthly audit of discharge arrangements from CMHT to GP practices with particular focus crisis plans.	Head of Operations and Delivery – Mental Health Clinical Board	End October 2014..
Primary care to review treatment plans as part of 2014/15 QOF assessment visits	Head of Primary Care	End of March 2015

Recommendation 4 - In Relation to Cardiff and Vale University Health Board

Specifically in relation to community-based mental health services, Cardiff and Vale University Health Board should:

- a) Undertake a review of the resources allocated to each of their CMHTs, ensuring that they are equitably, and adequately resourced taking into account the population and morbidity for each CMHT area³⁸
- b) Since the incident Links CMHT has implemented an Integrated Manager and new systems. Cardiff and Vale University Health Board should provide clear and strong assurance to HIW that the new systems currently in place at the CMHT have addressed the concerns highlighted in this report. Specifically these include:
 - i. Adopting an integrated and consistent team approach to patient care;
 - ii. Ensuring that there is a clear management structure in place and clearly defined roles and responsibilities at the CMHT.
- c) Ensure that all case loads are routinely reviewed and audited to ensure their manageability as per the guidance documents referenced in paragraphs 3.6 and 3.9 in order to identify where individual case loads are excessive. Appropriate action should then be taken to address any issues that emerge.

Response From Cardiff and Vale University Health Board

- a) A comprehensive review of the resources allocated to each of the Health Board CMHTs is already underway. First phase of this review has been completed and a range of measures that need to be taken has been agreed.
- b) There is now an established Integrated Manager structure throughout all the CMHTs. This is based on an inter-agency agreement around and SLA and practice model for the arrangements. These are overseen by an inter-agency community operational board. These inter-agency arrangement continue to be refined.
- c) Nursing and Social worker caseloads are already being monitored monthly as part of caseload supervision.

Action	Lead	Timetable
a) Implement the agreed measures to address the findings of the 1 st phase of the review to address the inequity across CMHTs.	Head of Operations and Delivery – mental Health Clinical Board	March 2016 (this is an 18 month project)
b) Continue to monitor PARIS monthly for evidence of the incidence of lone professional working		End December 2014
c) Confirm and review as necessary current arrangements for the monitoring of medical caseloads.		End December 2014

³⁸ Cardiff and Vale University Health Board should refer to a previous recommendation made in the Report of a Review in Respect of Ms A and the provision of Mental Health Services following a Homicide Committed in October 2005. Report Issued May 2008.

Recommendation 5 - In Relation to Cardiff and Vale University Health Board

In relation to patient and carer engagement, Cardiff and Vale University Health Board should ensure that:

- a. Processes are in place to ensure that the views of relatives and/or carers of patients are taken into account when making decisions about their care.
- b. Where appropriate, families and/or carers of patients are fully informed about the decisions and plans in place for patient care, including effective communication of any subsequent discharge or contingency plans.

Response From Cardiff and Vale University Health Board

It is usual practice for relatives and carers to be involved in Multi-disciplinary team reviews. (with the consent of the patient)

Action	Lead	Timetable
A briefing will be issued to staff In relation to this issue and the other recommendations from this review. This will be distributed and discussed at internal Directorate meetings, the Clinical Board Quality and Safety Group as well as the Community Operational Board	Clinical Board nurse – Mental Health	End December 2014.

Recommendation 6 - In Relation to Primary Care Services

Cardiff and Vale University Health Board should assess the possibility of sharing the arrangement introduced by Four Elms Medical Centre in relation to monitoring the collection of patient prescription medication from their selected pharmacy across the Health Board area; thus ensuring better medication compliance for all conditions.

Response From UHB Primary Care

There are established mechanisms within UHB Primary Care to share learning from incidents with all primary care contractors. We would emphasise that patients are not directed to any particular pharmacy by their GP practice as it is wholly patient choice as to which pharmacy they use to obtain their medication.

Action	Lead	Timetable
To share the learning from this incident with GP and Pharmacy practices throughout Cardiff and Vale via the primary care and pharmacy newsletters, primary care alert system and Community Director forums.	Head of Primary Care	End December 2014