

Independent Investigation Action Plan for Mr X							
Statement from East London NHS Foundation Trust (ELFT) East London NHS Foundation Trust offers its sincere condolences to the victim's family and friends and to the family and friends of Mr X. We want to assure you that in addition to the actions already taken following our initial internal review, the Trust is undertaking further actions to fulfil all of the recommendations made in the independent investigation. This is to ensure that the lessons are learned and embedded into the organisation and necessary changes are made to improve the safety of ELFT's service users and the wider public. The recommendations and actions will be overseen by senior clinical leaders and will be reviewed by the Trust's Quality Assurance, Sub-committee and monitored by the Trust Board and the Trust's Commissioners.							
Statement from NEL CCG (North East London Clinical Commissioning Group) NEL CCG would like to extend our deepest condolences to those affected by this tragic case. NEL CCG works closely with East London Foundation Trust (ELFT) to seek assurances that the services they provide are; safe; effective; caring; responsive and well led. We welcome the review into the case, the positive comments on the services provided at the time and the recognition of the improvements that have been made. We also accept the recommendations and will work with ELFT to support further improvements. The creation of North East London ICS (Integrated Care System), working under an Integrated Care Board (ICB) will enable greater collaboration across health and care, with a key focus on quality improvement, and embedding learning from incidents such as this into service delivery.							
Statement from Specialised Commissioning NHS England NHS England and NHS Improvement London Region offer our sincerest condolences to all those family members and friends affected by this sad incident. NHS England and NHS Improvement London Region will continue working with the London Mental Health Care Trusts and Provider Collaboratives and London's Integrated Care Systems to seek assurance that services commissioned and delivered for people with personality disorder and complex emotional needs will be inclusive, responsive, safe; effective and caring							
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Rec No.	Organisation	Recommendation	Actions to achieve recommendation	Implementation Lead	Implementation by when	Evidence of Completion	Monitoring & evaluation arrangements
1	East London NHS Foundation Trust	The Trust should ensure that for those service users with a primary diagnosis of personality disorder (and offending histories), there is clarity and agreement between teams and services within ELFT, including both formal and informal processes for resolving uncertainty and disagreement.	The report and associated recommendation will be raised and discussed at a Trust Wide Personality Disorder task and finish group where appropriate actions will be agreed to implement this recommendation, this group will look at existing systems and processes for resolving any arising issues.	Medical Director for London Mental Health services and the Trust Director of Therapies	Sep-20	Paper from the Trust Wide Personality Disorder task and finish group re. Service users with a primary diagnosis of personality disorder (and offending histories) For the small numbers of transfers from Changing Lanes to community mental health services - considering the individuals' risks and future care needs, a small group should meet on each intended transfer occasion, which should be driven by Changing Lanes bringing together the people that they identify and consider relevant/necessary in that case, e.g. local police and community forensic team, general adult mental health team, etc. along with a representative from the Trust Personality Disorder Strategy Group (represents the different Personality Disorder services in the Trust and a consistent Trust wide view). These will be trusted groups that can talk to each other and expected to problem solve on difficult cases.	Plans as agreed by the Trust Wide Personality Disorder task and finish group re. Service users with a primary diagnosis of personality disorder (and offending histories). Monitoring and evaluation of these plans will be via the Personality Disorder Strategy Group.
2	Specialised Commissioning NHS England	NHS England should ensure that a pan-London 'task and finish' group is set up with key provider and commissioner stakeholders. The aim of this work is to focus on health service provision for individuals with a primary diagnosis of personality disorder and a history of offending behaviour that does not meet the threshold for OPD pathway specialist services; and to address the issues of inconsistency that are raised in this report. The goal is to ensure that concerns regarding risk, leadership and the efficiency of service delivery – together with greater clarity regarding the model of care - are resolved. It is likely that there is learning from the implementation of the OPD pathway that could be incorporated into any recommendations for the wider personality disorder service delivery. We suggest that a 'task and finish' group could comprise a mix of senior professionals, commissioners and service users from across London, in order to develop a protocol that sets out expectations for the accessibility and suitability of mental health services for this group of individuals. Such a protocol should: <ul style="list-style-type: none"> Be based on the current evidence base for effective management of individuals with personality disorder and offending histories Draw on senior mental health experience of service elements that have maximum beneficial impact Ensure a range of accessible and personality disorder-relevant offers are available for service users Emphasise those aspects of service user experience that are most closely linked to 'services that can be helpful' Develop a protocol that is resource neutral Provide commissioners with clear guidance as to 'what good looks like' in this area of work. Incorporate areas of good practice or innovation that can be replicated across trusts. Recommend a mechanism by which pan-London boundary disputes (geographical and inter-service) can be resolved in a timely manner in order to facilitate access to services. Ensure that the work considers the need for an interface with new developments in the OPD pathway, Provider Collaboratives, and the new Integrated Care Partnerships.	For this work to be incorporated into the Mental Health Transformation work stream with a responsibility for developing the London Community Personality disorder pathway Further actions to achieve recommendation; Hold x 6 Task and Finish Group. Review and complete Summary Report. Hold monthly T&G meetings to review progress. Develop 2022 Business Plan for CEN/PD HLP programme that includes actions from T&G CMSVRP pilots announced. Present summary and outcomes at Community Board Present summary and outcomes at MH Transformation Board Carry out 2022 business plans	Executive Director of Performance, NHSE/I London	Ongoing. Task group has been meeting monthly since May 2021. September 2021 November 2021 January 2022 Q1 April - June 2022/23 April 2022 - March 2023	Task and Finish Group established. The group has divided the work into following themes: Prevention, Leadership and Partnership, Access to service provision; Interventions, Carer and Significant other support; Commissioning, Training and Support systems for staff working with complex needs. The task group have recognised that this work is being implemented at a time new systems and structures are being embedded across health care and longer term successful engagement of work streams identified requires ongoing partnership working and leadership via the London Integrated Care systems in collaboration with London Mental Health Provider Collaborative teams, Mental Health Care Trusts, Healthy London Partnership and NHS England and NHS Improvement London region	Serious Untoward Incident Task and finish group has been meeting monthly since May 21. There is ongoing oversight to ensure this work is embedded into new system structures via the Mental Health Transformation Programme. Monitoring and Evaluation will be via the Mental Health Transformation Programme. Minutes of Task & Finish Group meetings. Copy of Summary Report Minutes of T&G meetings Copy of the Business Plan Copy of Summary of Outcomes and Community Board minutes Minutes of MH Tranformtion Board