

Independent Investigation Action Plan							
Published November 2022							
Rec Number	Organisation	Recommendation	Actions to achieve recommendation	Implementation Lead	Implementation by when	Evidence of Completion	Monitoring & evaluation arrangements
1	NHS South East London Integrated Care Board (SEL ICB)	We recommend that the South East London Learning Disability and Autism programme continues to develop community support for this group of patients, in line with NHS England (2017) Transforming Care Model Service Specifications.	<ol style="list-style-type: none"> Following successful pilots of Autism Support Services since 2019, to prevent admission and support discharge, SEL have co-produced with the SEL User, Parent, Carer forum, an ASD Support Service model and have commissioned providers SLAM and Olexas to deliver the multidisciplinary team (MDT) for the service. Procurement of Positive Behaviour Support (PBS) Service for CYP 0-25 to build on PBS service piloted since 2020 for 0-18 year olds. This follows a review of service provision across South East London Integrated Care System Intensive Community Support services has been rolled out for people with a Learning disability and autistic people across South East London boroughs with Lambeth borough in development. A new supported living scheme is due to open in Lambeth in summer 2022 that supports young people with Learning Disability and or Autism and have a level of need that require additional specialist support. 	Associate Director Learning Disability and Autism - South East London Integrated Care System	<ol style="list-style-type: none"> September 2022 Positive Behaviour Support (PBS) Service to start 1st November 2022 after contract award. Commissioning strategy in place and service specification finalised by December 2022. Summer 2022 	<ol style="list-style-type: none"> Recruitment of Multi-Disciplinary Team has commenced Procurement in progress. A new service to start on 1st November 2022 Service specification and implementation plan for Lambeth Intensive Community Support Final service offer agreed with the provider that sets out their offer for those with Learning Disability and autism and complex needs, with a focus on Positive Behaviour Support and working in partnership with specialised clinical Multi-Disciplinary Teams. 	<ol style="list-style-type: none"> Monthly Contract monitoring and via South East London Operational and Strategic Boards. Monthly Contract monitoring and via South East London Operational and Strategic Boards. Development of service will be led jointly by the Lambeth Learning Disability and Autism Steering Group and the South East London Operational and Strategic Boards Monthly mobilisation meetings monitor the progress of the building preparation and the care planning/transition for those moving in. The development is overseen at the Lambeth Learning Disability and Autism All-Age Steering Group
2	NHS South East London Integrated Care Board (SEL ICB) Lambeth London Borough and NHS England London	NHS South East London Integrated Care Board, NHS England (London), Lambeth Borough should work collectively to review the arrangements for provision of advocacy support for families of children in hospital and ensure that parents are given support to advocate for their child.	<ol style="list-style-type: none"> Ongoing development of keyworking service and model to ensure CYP 0-25 and their families are supported to navigate planning and actions during admission and CETR recommendations. Support the Family Ambassador pilot who will work with families and support communication between them and the wards. Lambeth integrated team to continue to utilise the advocacy pilot work and projects. NHS England London - Two advocacy pilots for autistic people and people with a learning disability have been approved by NHS England for development in the London Region. Each pilot has a target cohort of 20 identified individuals. 	<ol style="list-style-type: none"> 1-3. Associate Director Learning Disability and Autism - SEL ICB 4. Clinical Director, Learning Disabilities and Autism Programme 	<ol style="list-style-type: none"> November 2021 Service recruited to and commenced April 2022 From November 2021 onwards Pilot ended in June 2022 and is ongoing 	<ol style="list-style-type: none"> Keyworking was implemented in SEL from September and was fully operational from November 2021. Ongoing - CYP inpatient families will be able to access. Outcomes of the pilot for the 4 patients referred from Lambeth Learning from these pilots will feed back across the region and to national NHS England Learning Disability and Autism Programme. 	<ol style="list-style-type: none"> Performance and quality outcomes monitored by regional and national NHSEI quartel as an Early Adopter. Monitoring via South London and Maudsley and South London Partnership CAMHS Programme Partnership Group. Feedback will be managed through MDT case discussions for the individuals. Feedback on the success of the pilot will be fed back through NHSE Project Manager Monitored via the London Learning Disability and Autism Strategic Programme Board
3	Integrated Care Boards	Integrated Care Boards, working with regional NHS England (NHSE) teams should work with providers to understand the workforce needed to provide support to people with a learning disability and autistic people and families in the community and to take active steps to address the gap between what is needed and what is currently available in the workforce.	Integrated Care Boards should ensure that workforce plans include people with a learning disability and autistic people	Integrated Care Board Chairs	31/03/2023	Evidenced in Integrated Care Board (ICB) workforce plans	System workforce plans for each ICB will capture caring and supporting workforce for people with a learning disability and autistic people
4	Integrated Care Boards, Provider Collaboratives lead NHS Trust, NHS England Specialised Commissioning	All commissioners of mental health inpatient care for children and young people with a learning disability, autism or both are expected to commission care that is consistent with the NHS England (2017) Transforming Care service model specifications / Building the Right Support (2022) 1) Integrated Care Boards should take steps to ensure that people with a learning disability and autistic people can access local services that are commissioned in line with the Transforming Care service models. 2) NHS England regional teams should seek assurance that these services are in place and are in line with the Building the Right Support service model	<ol style="list-style-type: none"> All commissioners should have mechanisms for checking that local commissioned services are compliant/aligned with national service models children, young people and adults with a Learning Disability, autism or both NHS England national and regional teams will have assurance mechanisms to check that appropriate services are in place/are being developed in local areas 	<ol style="list-style-type: none"> 1) Integrated Care Boards (ICB) Chairs, Provider Collaborative leads, NHS England Specialised Commissioning 2) NHSE/ Regional Directors and National Director of Learning Disability and Autism 	01/03/2023	2) NHS England and NHS Improvement through regional and national assurance mechanisms	2) NHS England will undertake a stocktake of current community services and provide ICBs with an outcomes framework to monitor 2022/23 National investment in community health services for people with a learning disability and autistic people.
5	St Andrews Healthcare	We recommend that St Andrew's Healthcare (SAH) undertake a review of the approaches to working with children who have a combination of learning disabilities, autism and behaviour that challenges. This will require a shift towards a behavioural approach to intervention, which will require clinical leadership from a learning disability specialist, an intensive training programme for staff and recruitment of more learning disability specialists.	<p>SAH conducted a self-initiated full scale review of its CAMHS service, recognising that there needed to be changes to the functions alongside a reduction in capacity to enable a more focussed care programme for a smaller cohort of patients. This was co-designed with the patients already receiving care and support at that time, seeking to ensure that there was a focus on positive interventions and trauma informed care. As a result the service has changed significantly since 2015. It has reduced from a 11 ward (110 bed) service to a 3 ward (31 bed) trauma informed system of care embedded service. The service is also located in a new building exclusively for CAMHS, with patients full involvement in the design and layout. This was completed in 2018 and the new wards opened in 2019 Following the service redesign a Training Needs Analysis was completed to ensure that all staff had the necessary skills to meet the needs of the Children and Young People.</p> <p>An environment and sensory assessment completed by National Development Team for Inclusion (NDTI) was commissioned prior to moving into the new CAMHS service, Smyth House. Actions from this were completed as part of the building redevelopment design. NDTI have been commissioned to complete further review of environment, staffing and culture during 2022.</p> <p>Trauma informed care has been embedded into CAMHS service supported by training package for all staff and is the overarching philosophy for the CAMHS division.</p> <p>Positive Behaviour Support (PBS) used to co-develop care and behaviour support with young people and their families is the foundation for all care planning. All young people have a co-produced formulation between young people, family, other care agencies and St Andrew's team at the start of admission and is regularly reviewed and updated to inform PBS updates.</p> <p>Management of Actual or Potential Aggression (MAPA) is used as a model to further support reduction of restrictive intervention. Interventions to support communication needs are developed with speech and language therapist who supports implementation of plans by clinical team</p> <ol style="list-style-type: none"> 1) A clinical expert has been assigned to lead a review on recommended behavioural approaches for the patient group 2) Agreement has been made for the new model/approach including: Rationale Appropriate Implode Disruptive (RAID), Trauma Informed behavioural support, Management of Actual or Potential Aggression (MAPA) and British Institute of Learning Disabilities (BILD) accredited. 3) A training needs analysis was completed and a delivery plan agreed to ensure staff are appropriately skilled and educated Autism and communication modules included in local induction Autism eLearning package available for all staff PBS training module incorporated in local induction All eligible staff trained in MAPA There is also a train the trainer programme to cofacilitate specific autism training across the service and this will be rolled out across 2022/23. 4) Work has been undertaken to support the recruitment of Learning Disability (LD) specialist nurses. This includes working with the University of Northampton to support staff to complete their LD Nursing degree. This runs alongside the St Andrew's Healthcare ASPIRE programme, which is an initiative to provide both financial and pastoral support for existing staff studying for their degree. Nurse Manager and two clinical leaders are all learning disability nurses. Remaining Nurses have either learning disability or mental health registrations. Active recruitment plans are in place supporting learning disability nurse appointments. 	Head of Nursing for the ASD Division	<ol style="list-style-type: none"> 1) 14/03/2022 2) 31/03/2022 3) 31/03/2022 4) 01/07/2022 	<ol style="list-style-type: none"> 2) Detailed and explicit model describing clinical support to those with autism and how outcomes from interventions are measured 3) All staff working with young people that have a autism diagnosis receive accredited training to meet the needs of this group. 4) There is an ongoing review of nursing establishment on learning disability and autism wards to identify any gaps 	To ensure completion of this action all activity is recorded on the CAMHS Division Quality Improvement Plan and compliance is monitored through the SAH Quality and Safety Group which reports into the Executive Board. There is Executive oversight of all Divisional QIP's including CAMHS. Compliance will also be monitored through NHSE Specialised Commissioning and Provider Collaborative Service Reviews and SAH led Quality audits.
6	NHS England Midlands Specialised Commissioning	We recommend that NHS England Midlands region obtain assurance to establish that improvements have been made in practice to the services provided to young people with a learning disability or autism at St Andrews Healthcare.	<p>Provider contacted regarding the concerns and recommendations made.</p> <ul style="list-style-type: none"> An evidence pack update has been requested across all of the domains. The CAMHS services provided by St Andrews have changed significantly since 2015. There has been a significant reduction in the capacity available from this provider. Service reviews on each of the wards are undertaken annually by the CAMHS Provider Collaborative led by Northamptonshire Healthcare NHS FT. The evidence pack and recommendations will be tested as part of these service reviews. Ongoing 6 weekly checks by Case Managers of the service and the patients are established. National Case Management standard operating procedure is in place that specifies the quality and patient oversight responsibilities for all Case Managers of people placed within Specialised Commissioned Mental Health Services. 	NHS England Specialised Commissioning, Lead Commissioner & Director of the East Midlands CAMHS Provider Collaborative.	<p>Annual service reviews already in place.</p> <p>6 weekly individual and service visits are in place</p> <p>Evidence pack provided by St Andrews has been tested by NHS England and PC representatives.</p>	<ul style="list-style-type: none"> Service review reports Evidence pack from provider Quarterly contract review meeting report and minutes with qualitative and quantitative data, feedback from other Providers Collaboratives using the CAMHS services at St Andrews Healthcare. 	<ul style="list-style-type: none"> Quarterly contract reviews Annual service reviews 6 weekly checks for every patient placed in the services.
7	NHS South East London Integrated Care Board (SEL ICB)	We recommend that South East London, Integrated Care Board (SEL ICB) in partnership with the appropriate place based Board (Lambeth) takes steps to ensure that M receives accurate and up to date assessments to inform a personal health budget for him.	<ol style="list-style-type: none"> All Healthcare assessments to be undertaken as required Meeting to discuss options with parents regarding personal health budget to be undertaken Finalisation of Personal Health Budget (PHB) 	Head of Service adults learning disabilities in Lambeth Lead Commissioner, adult learning disabilities Lambeth	<ol style="list-style-type: none"> Assessments are ongoing and as required By July 2022 By July 2022 	<ol style="list-style-type: none"> Assessments have commenced An initial meeting took place in May 2022 Outcomes of assessments shared with family and network. 	<ol style="list-style-type: none"> Monitoring at Lambeth LDA Steering Group via assigned Lambeth Case Management and network involved via discussion and feedback with family.