

**ACTION PLAN POST INDEPENDENT INVESTIGATION**

Serious Incident Review Proforma			
Patient ID/Other	Date of Incident	Service	STEIS Number (if applicable)
	26/06/2014	MHSOP (Independent Care Home)	2015/12213
<p>Summary of Incident: An incident occurred between two residents (one male and one female) in a care home. As a consequence of this the female resident fell and hit her head. Despite emergency treatment, she subsequently died from a subdural bleed which occurred as a direct result of falling and hitting her head.</p>			
Recommendations Following Independent Investigation		Actions Undertaken / Planned	Lead / Timescale / Date Completed
<p><u>Recommendation 3</u>            The health and social care community in Durham needs to consider how it can achieve a more robust approach and, possibly, a common framework for enhancing the effectiveness and reliability of cross-agency communications.</p>		<p>TEWV will participate in a multi-agency working party supported by the Clinical Commissioning Group to explore possible communication models and set up a pilot to be tested for usability.</p>	<p>Director of Quality Governance</p>