

## Independent investigation into the care and treatment of Mr Z

### ACTION PLAN

Independent Recommendation	OHFT Recommendation	Action	By Who	Evidence of completion
<p><b>OHFT should provide assurance that the remodelling of services and the systematic changes being made deliver the required outcomes to deal with the recommendations made in the multi-health agency investigation report.</b></p>	<p>CMHT to undertake a review of duty and referrals systems</p>	<p>The remodelling of adult mental health services to focus on duty and referral systems, and ensure that access is available 7 days per week.</p>	<p>Adult Directorate Senior Management Team.</p>	<p>Completed: A revised model of service and clinical care delivery is now in place across all Adult Mental Health Teams (AMHTs) within the directorate.</p>
	<p>Review of the Oxon crisis team in the context of the whole patient pathway.</p>	<p>To review the patient pathway as an integral aspect of the remodelling of mental health services within the organisation. The aim is to ensure that there is a reduction in the number of patient transitions between teams and to reduce the associated clinical risks associated with these.</p>	<p>Adult Directorate Senior Management Team.</p>	<p>Completed: A revised model of service and clinical care delivery is now in place across all Adult Mental Health Teams within the directorate. The directorate has as a result of this remodelling, moved away from having a distinct crisis team function, and have re-provided services into integrated Adult Mental Health Teams which have</p>

				both an assessment and treatment function. The AMHTs offer on-going case management in addition to crisis, assessment and home treatment.
	<p>Development and agreement of a clear protocol for the crisis service for managing information about potential new referrals. This protocol should include statements to the effect that:</p> <ul style="list-style-type: none"> <li>• referrals must be received and triaged by qualified team members;</li> <li>• the remit for the crisis team must be agreed with the referrer (what is the team being asked to do?); and</li> <li>• all contact with a referrer must be recorded on RiO even when no further action is required.</li> </ul>	<p>Service to develop a revised clinical model of care which incorporates a section on assessment and treatment of service users.</p> <p>Service to also introduce a safer care initiative which focuses on assessments, recording contacts and documentation.</p>	<p>Adult Directorate senior Management Team.</p> <p>Safer Care Team.</p>	<p>Completed: A revised clinical model of care is now in place.</p> <p>A safer care initiative was implemented in order to address this action, which a high success rate and for which the Trust was nominated for a Health Service Journal award. This work is on-going.</p>
	<p>Targeted training of staff to ensure that they are confident and competent to record information on RiO relating to new patients. This training can be delivered locally by administrative staff.</p>	<p>To ensure that staff have adequate training in recording information on the electronic health record system.</p>	<p>Adult Directorate senior Management Team.</p>	<p>Completed: Oxford Health NHS Foundation Trust has introduced a revised electronic health record system – CARENOTES, which was introduced across the Trust in April 2015. As part of the roll out of the revised health care record system staff have offered and</p>

				provided training either in person, via webinars or e-learning.
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