

**Independent Investigation Miss E  
Action Plan**

Recommendations	Assurances	Action Required	Timescale	Evidence on Completion	Timescale for Completion
<b>1a. The Trust should ensure that all calls to any out-of-hours phone services and helplines are risk assessed to see whether any immediate action needs to take place.</b>	The majority of community mental health services within the Trust are provided between the hours of nine to five Monday to Friday. Those services that are provided seven days a week and over an extended day are provided by core staff.	The Crisis Resolution and Home Treatment Teams and Helpline operational protocols will be updated to ensure that all calls are recorded and include guidance on: - Risk Assessment of telephone calls - Recording and passing on information - Arrangements for joint working and information sharing between the two services	<b>31 May 2014</b>	Updated Standing Operational Policies approved.	<b>30 September 2014</b>
<b>1b. The outcome of the call should be recorded and shared with appropriate services in a timely manner.</b>	The Crisis Resolution and Home Treatment Teams and the Mental Health Helpline provide telephone access out-of hours. Both services have operation protocols in place to support practice.	To communicate and implement the changes required.  To undertake an audit of compliance to ensure practice has been embedded.	<b>1 May - 30 June 2014</b>  <b>30 September 2014</b>	Communication plan implemented.  Compliance audit has been undertaken and results shared with Commissioners and NHS England.	<b>30 September 2014</b>
<b>2. The Trust and GP Practice must ensure that all clinical staff carry out their responsibilities in line with local adult safeguarding policy and good practice guidance.</b>	The Trust has robust Governance processes to support Adult Safeguarding. Progress against the Trust Safeguarding Strategy is reported to the Safeguarding Committee and to the Trust Quality Committee.	The report to be presented to Trust and Network Trust and Network governance forums  Daring to Share Events to be held across the Trust to communicate the learning from the investigation.  Adult Safeguarding Audit to be undertaken of GP and Trust practice.  Results and actions from the audit to be shared with Commissioners and NHS England.	<b>March 2014</b>  <b>July 2014</b>  <b>September 2014</b>  <b>December 2014</b>	Audit of compliance against safeguarding policy and good practice has been undertaken and results shared with Commissioners and NHS England.	<b>December 2014</b>