



## Committee Report

### Guidance on completing this report

- Complete all parts of the report template
- Ensure issues are described succinctly
- Limit the report to no more than 3 pages
- Attach any additional relevant information as appendices
- All reports to be provided 10 working days before the meeting

<b>Report to:</b> <i>(delete as appropriate)</i>	Quality and Risk Assurance Committee		
<b>Date of meeting:</b>	25 January 2023		
<b>Title of paper:</b>	Serious Incident Assurance Report		
<b>Report author:</b>	[Redacted], Quality & Safety Manager	<b>Presented by:</b>	[Redacted], (Acting) Head of Quality & Safety

### 1. Purpose

What is the purpose of this report? <i>(brief statement &amp; tick as appropriate)</i>	To provide assurance regarding service delivery. To provide a quarterly summary for information and assurance of the efficacy of the serious incident management framework	Information	*
		Approval	
		Assurance	*

### 2. Background

Which committee or group has this been presented to before (if any)?	Serious Incident Review Panel
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### 3. Key Issues

What are the key issues to be aware of?	<ul style="list-style-type: none"> <li>• In Quarter 4, 2022, either the Lead Quality and Safety Manager or the Quality and Safety Manager attended twenty SI huddles, of which fifteen of these were notified to panel and seven were commissioned as a Serious Incident.</li> <li>• There were 7 Serious Incidents declared in Quarter 4, 2022,             <ul style="list-style-type: none"> <li>- two are from the Surgical Services Care Group</li> <li>- two are from the Women's and Children Care Group</li> <li>- one is from the Mental Health Care Group,</li> <li>- one from the Mental Health Care Group and Ambulance Service</li> <li>- one is from the Mental Health Care Group and Medical Service.</li> </ul> </li> <li>• Two cases were escalated to the Serious Incident Review Panel</li> </ul>
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	<p>(SIRP) following family members raising complaints and the Quality and Safety team supported the executive team with family meetings.</p> <ul style="list-style-type: none"> <li>• Three cases will be investigated externally as level 3 investigations and four cases will be investigated locally as level 2 investigations. Eight of the safety events that were not declared as an SI required further action. Panel requested one case review, two round table learning events, one care group review, further discussion and to ensure that a Datix investigation was completed as quickly as possible.</li> <li>• There is 1 Serious Incident report awaiting to be presented to Serious Incident Review Panel</li> <li>• 6 Serious Incidents were closed in Quarter 4, 2022</li> <li>• Despite the Q&amp;S team having regular meetings with the Care Group Governance Leads, and frequent emails and discussions about what learning has occurred from SI's, no evidence has been provided to the Q&amp;S team in Q4 to enable the closure of any recommendations.</li> <li>• 1 of the 6 planned SIRP meetings were cancelled in Quarter 4, 2022. due to executive team unavailability.</li> <li>• There are currently 6 cases that have not been allocated investigators. The Quality and Safety team are increasingly struggling to source investigators, both internally and externally. The executive team have been supporting the team with this.</li> <li>• There are 26 open Serious Incidents</li> <li>• There are four investigations that have no investigator appointed at all.</li> </ul>	
<p>How does this matter relate to HCS objectives?</p> <p><i>(tick as appropriate)</i></p>	Improved Islanders' experience of Health & Community Services	*
	Improved health outcomes of Islanders	*
	Improved partnership working to deliver person-centred, sustainable & safe health & community services as detailed in the Jersey care Model (JCM).	
	Improved working environment for staff increasing recruitment & retention.	*
	Improved resilience of HCS, particularly in relation to any Covid-19 related surge in health cases.	
	High quality safe services with good clinical & corporate functions.	*
	Deliver services within the financial envelope assigned to HCS.	

**4. Risk implications**

<p>Are there any associated risks?</p> <p><i>(Please include Risk ID if included within the risk register)</i></p>	Quality & Safety	Yes – risk raised about the inability to source SI investigators in a timely manner, which results in the organisation not learning from SI's. Risk ID: 1187
	Financial	
	Workforce	
	Performance	Yes – As there are delays in reports being presented to panel and delays in sourcing investigators, there is a risk of the organisation not learning in a timely manner which can influence performance. Risk 937

	Reputational	Yes – risk raised about the inability to source SI investigators in a timely manner, which results in the organisation not learning from SI's. Risk ID:1187
What action is being taken to mitigate risk?		

**5. Recommendation** For noting



Health and  
Community Services

# **Serious Incidents Assurance Paper Quarter 4, 2022**

**January 2023**

**Report prepared by [REDACTED]  
Acting Lead Quality and Safety Manager**

## 1. Huddles, Notifications and Serious Incident October, November and December 2022

There were seven Serious Incidents (SI) declared by the Serious Incident Review Panel (SIRP) in quarter four (Q4), 2022. All seven of the declared SI's had Safety Huddles in line with the SI policy and were notified to panel following the SI Huddle.

In Q4, 2022, there were twenty Safety Huddles that were attended by either the Lead Quality and Safety Manager or the Quality and Safety Manager. Of which fifteen of the twenty safety huddles lead to the incident being notified to the SI panel, where seven were declared as an SI.

From the seven SI's declared, two are from the Surgical Services Care Group, two are from the Women's and Children Care Group, one is from the Mental Health Care Group, one from the Mental Health Care Group and Ambulance Service and one is from the Mental Health Care Group and Medical Service.

Three cases will be investigated externally as level 3 investigations and four cases will be investigated locally as level 2 investigations. Eight of the safety events that were not declared as an SI required further action. Panel requested one case review, two round table learning events, one care group review, further discussion and to ensure that a Datix investigation was completed as quickly as possible.

### Huddle information, including origin of notification

	Incident date	Care Group	Incident	Origin of Notification	Huddle	Comments	SI Panel Decision
1		Medical Care Group		Internal	Yes	Notified to panel	No SI declared Case review required
2		Surgical Services		Datix	Yes	Notified to panel	No SI declared
3		Medical Care Group		Datix	Yes	Not notified to panel	NA
4		Surgical Services		Datix	Yes	Notified to panel	No SI declared
5		Medical Care Group		Datix	Yes	Not to notify	NA
6		Surgical Care Group		Internal	Yes	Notified to panel	Level 2 SI declared

7		Medical Care Group		Datix	Yes	Not to notify	NA
8		Surgical Care Group		Internal	Yes	Notified to panel	No SI declared. Round Table review to occur
9		Medical Care Group		Datix	Yes	Not to notify	NA
10		Mental Health Care Group		Deputy Viscount	Yes	Notified to panel.	Level 3 SI declared
11		Surgical Services		Datix	Yes	Notified to panel	No SI declared. Care Group to complete Datix investigation ASAP
12		Woman and Children Service		Datix	Yes	Notified to panel	Level 2 SI declared Harm Review to occur
13		Surgical Care Group		Internal	Yes	Notified to panel	No SI declared, further meetings to occur.
14		Women and Children Care Group		Internal	Yes	Notified to panel	Level 3 SI declared
15		Mental Health Service and Medical Care Group		Internal	Yes	Notified to panel	Level 2 SI declared
16		Surgical Care Group		Complaint	Yes	Notified to panel	Level 3 SI declared

17		Medical Care Group		Datix	Yes	Not to notify	NA
18		Mental Health Care Group		Internal	Yes	Notified to panel.	No SI declared. Round Table Review required.
19		Mental Health Care Group and Ambulance Service		Internal	Yes	Notified to panel.	Level 2 SI declared
20		Mental Health Service		Deputy Viscount	Yes	Notified to panel.	No SI declared. Care Group review

## 2. Open Serious Incidents, including level of investigation

	Incident Date	Care Group	Level	Incident Detail	Expected Date for Report	Expected Reset Date for report	Status
1		Surgical Care Group	3		January 2022	January 2023	The Q&S team have received the report and is awaiting to be presented to panel.
2		Mental Health Services	2		May 2022	February 2023	This case had been allocated to two investigators in March 2022.

						Another investigator has now been allocated to complete this investigation and is in the final stages of being completed.	
3		Medical Care Group	2		March 2022	March 2023	Case was reported to panel in April 2022. It was allocated to two investigators in June 2022. [REDACTED] The Q&S team are supporting the remaining investigator to complete the report.
4		Medical Care Group	2		May 2022.	March 2023	This case was notified to panel in April 2022. This case was allocated to two investigators in August 2022. Due to



						one of the clinicians being on nights and annual leave, this report is now due to be complete by March 2023
5		Medical Care Group	2		May 2022	Due March 2023. This case was only allocated to investigators in October 2022.
6		Mental Health Care Group	2		June 2022	February 2023 This report is almost finalised. The Q&S team met with the Mental Health Director in December 2022, who requested some further work to be done to report. Q&S team working with author to finalise report.
7		Surgical Care Group	2		July 2022	March 2023 A change of investigator was required in July and a new one was appointed in September. This investigation is almost complete, and the investigator is completing

							the first draft of the report.
8		Surgical Care Group/ Medical Care Group	2		December 2022	February 2022	This is a thematic review, and the report is currently being drafted.
9		Medical Care Group	2		July 2022	March 2023	Investigator was appointed the end of December 2022.
10		Women's and Children	2		October 2022	March 2023	Investigators appointed December 2022.
11		Mental Health Service	2		February 2023	February 2023	This was originally a Level 3 SI. In November it was agreed in SI panel this was now a Level 2 investigation. An internal investigator was appointed and is almost complete.
12		Mental Health Service	3		February 2023	Investigators are being sourced externally. The lead Q&S manager is also meeting with an agency to see if they can assist.	No investigators appointed

1 3		Women's and Children	2		October 2022	March 2023	This has now been allocated to investigators .
1 4		Surgical Services	2		October 2022.	April 2023	Investigators appointed in October 2022. One of the investigators works part time and is also completing another SI.
1 5		Mental Health Services	3		February 2023	Investigators are being sourced externally. The lead Q&S manger is also meeting with an agency to see if they can assist.	No investigators appointed
1 6		Surgical Services	3		February 2023	April 2023	Q&S team are in discussion with UK investigators to complete this investigation.
1 7		Medical Services	3		February 2023	May 2023	Royal College of Physicians have agreed to complete this investigation.
1 8		Surgical Care Group	2		December 2022	March 2023	One investigator appointed January 2023. Another

						investigator required.	
19		Mental Health Care Group	3		March 2023	Investigators are being sourced externally. The lead Q&S manager is also meeting with an agency to see if they can assist.	No investigator assigned
20		Women and Children's Care Group	2		December 2022	March 2023 Harm review also being carried out	Investigators have been allocated
21		Mental Health and Medical Services	2		Jan 2023		One investigated appointed, looking to appoint a second.
22		Surgical Care Group	3		June 2023		No investigators appointed
23		Mental Health and Ambulance Service	2		March 2021		One investigator appointed, looking to appoint a second investigator.
24		Women and Children Care Group	3		June 2023		Investigator appointed, DPA agreed and signed.

Report not completed within 60 working days (internal)	Report within timeframe	Report completed and waiting for panel
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level 2) or 6 months  
(external level 3)

**Serious Incidents handled by HCS for the Ambulance Service and CAMHS**

25		Ambulance Service	?		?		
26		CYPES	3		November 2022	January 2023	This investigation has been carried out and the investigator has assured Q&S team the report will reach them by the week beginning 16 <sup>th</sup> January 2023.

There are currently 26 SI's open. Seventeen of these SI's have investigators appointed to them. There are three that have one investigator allocated to them but require another investigator to support the investigation. There is one external SI, that investigators have been identified but are still in the discussion stage. There are four investigations that have no investigator appointed at all. Investigators are being sourced externally to complete the outstanding unassigned Mental Health SI's. The lead Q&S manger is also meeting with an agency to see if they can assist.

A high number (15) of Serious Incidents are in the red, these are being actively monitored by the Quality and Safety team who will provide an anticipated completion date on future reports.

**3. Closure of Serious Incidents in Quarter 3, 2022.**

Care Group	Level	Incident	Closed date
Women's and Children's Care Group	3		27/10/22
Surgical Services	2		10/11/22
Surgical Services	2		10/11/22
Medical and Surgical Services	2		24/11/22
Surgical Services	2		08/12/22
Medical Services	2		22/12/22

#### 4. Learning from Serious Incidents

Once the SI report has been approved, it becomes the responsibility of the care group to implement the recommendations; and to monitor and review action plans. This then feeds into the performance reports. Regular meetings have been set up between the Care Group Governance Leads and the Quality and Safety Team to ensure that we are working collaboratively and that the Care Groups are working towards the same objectives with SI's and action plans.

Despite the Q&S team having regular meetings with the Care Group Governance Leads, and frequent emails and discussions about what learning has occurred from SI's, no evidence has been provided to the Q&S team in Q4 to enable the closure of any recommendations.

This was discussed at SI panel, and the executive team are going to ensure that learning from SI's will be reported through the Care Group Performance Reports.

In December 2022, the Q&S team became aware of an increase in sudden and unexpected deaths on the Island. This information was relayed to the executive team and an inter-agency meeting was held before Christmas. This resulted in information being shared about where islanders can access help and support. Another meeting is scheduled for January 31<sup>st</sup> 2023.

## 5. Ongoing challenges to the Serious Incident Process

Sourcing investigators both internally and externally continues to be a huge problem for the Quality and Safety team this year. Staff have cited reasons such as no capacity, fear of backlash from colleagues and not having adequate staffing in their department as reasons for not wishing to carry out SI investigations. Many investigators from the UK are very busy and do not have capacity to carry out investigations here in Jersey. The executive team have been supporting the Quality and Safety team in trying to source external investigators. There are currently four cases awaiting investigators to be appointed.

## 6. Details of meetings in Quarter 4, 2022

Planned panel date	Did meeting occur?	Outcome	Additional SI Notification Panel
13 October 2022	Meeting cancelled as ELT was scheduled for executives to attend.		
27 October 2022	Meeting occurred	1 report presented and was accepted 2 notifications were presented	
10 November 2022	Meeting occurred	2 reports were presented and accepted 4 notifications were presented	18 <sup>th</sup> November 3 notifications presented
24 November 2022	Meeting occurred	1 report was presented and accepted 2 notifications were presented	2 <sup>nd</sup> December 2 notifications presented

08 December 2022	Meeting occurred	1 report was presented and accepted 2 notifications presented	
22 December 2022	Meeting occurred	1 report accepted	