

**Gwent Healthcare NHS Trust
Division of Community, Mental Health and Learning Disabilities**

Together with Caerphilly County Borough Department of Social Services and Caerphilly Teaching Local Health Board

**Response to HIW confidential draft report
In respect of WR and the provision of Mental Health Services following a homicide committed in April 2006**

Recommendation.	Action	Lead	Timescale	Progress Update (Quarterly)
<p>Gwent Healthcare NHS Trust and Caerphilly county borough Social Services should ensure that provisions are made to implement a thorough, intensive and ongoing training programme for it's mental health staff in relation to personality disorder. All staff should receive a basic level of training with higher levels of training being offered to those members of staff including senior clinicians that require it. Any programme needs to be supported and monitored for its effectiveness. HCS: 2,11,12,22,23</p>	<p>Training for staff at both basic and higher levels of need will be commissioned from The Gwlyfa Therapy Service</p> <p>Training for primary healthcare staff will be developed and implemented in respect of personality disorder</p> <p>Training will be audited for effectiveness on a regular basis.</p>	<p>Sian Martin General Manager Gwent Healthcare NHS Trust</p> <p>Adam Southan</p> <p>Trust, LHB and SSD</p>	<p>December 08 Training complete</p>	
	<p>The Senior Nurses in adult mental health services will designate their staff into the two categories of training and prioritise those staff who will require the training immediately.</p>	<p>CMHT Leaders</p>	<p>July 08</p>	
	<p>Managers of CMHT will develop a training strategy for all staff that enables them to be released incrementally to receive the training.</p>	<p>CMHT Leaders</p>	<p>July 08</p>	

Recommendation:2 Gwent Healthcare NHS Trust and Caerphilly county borough Social Services should have jointly agreed risk management procedures as part of unified assessment and CPA processes in respect of both the policies and training offered HCS: 2,4,16,22,23,24,25,27	Evaluation of risk assessment process.		Completed	Work complete
	Put in place Task and Finish group to establish alternative risk management policies, tools and processes. To include the value of drawing on information from families of patients, third parties and ensuring their appropriate involvement in the monitoring and management of risk.		Completed	Work complete
	All staff in CMHT to receive training in new risk assessment processes.	Sian Martin	July 08	Discussions with Prof. Nicola Grey re additional risk assessment training. HCR20 assessment process to be given to staff dealing with complex cases.
	Review and establish risk audit process to ensure that all agencies are measuring and understanding risk using the same parameters and language		Completed	Built into the CPA audit process
	The Trust and Caerphilly SSD should fully involve partners in the criminal justice system where that is appropriate for the assessment and management of risk			
	Develop Section 115 (Crime & Disorder act 1998)		Completed	In place.
	Primary care to be informed of medium /high risk clients.	Gateway Service	Immediate	Information to be shared with GP via CPA process.

<p>Recommendation:3 All agencies involved with information sharing processes must ensure that the system used is robust and that actions emanating from meetings such as section 115 meetings are documented and that all of the relevant agencies invited are involved in the process HCS: 22,24,25,26,27</p>	<p>Develop multi-agency MAPPA training programme. To include Primary Care – SMB training strategy could prioritise MH workers and primary care staff</p>	<p>Dr Stephen Hunter Medical Director Caerphilly Teaching LHB</p>	<p>December 08 training completed</p>	<p>This training has begun on a Trust wide basis. Senior clinicians in Caerphilly County Borough will be prioritised to receive this training. Presentation to GP Clinical Forum.</p>
	<p>Increased awareness of Trust's Forensic service.</p>	<p>Dr Stephen Hunter Alan Wright Nicky Kift</p>	<p>October 08: Training developed. April 09 : training delivered</p>	<p>Gwent Healthcare NHS Trust Forensic Service will develop internal awareness/training which will illustrate the work of the service and the support available to Community Mental Health Teams (CMHT). This will be delivered through attendance at CMHT meetings.</p>
	<p>Develop MAPPA policy and circulate to all relevant agencies</p>	<p>MAPPA Management Board</p>	<p>Completed</p>	<p>Policy in place</p>
	<p>SMB for MAPPA to develop Business plan for the inclusion of dangerous offenders in MAPPA and the formal development of referral and action plan management</p>	<p>SMB MAPPA</p>	<p>To be included in 08/09 Business Plan</p>	
	<p>Develop policy regarding the recording of all clinical meetings. Using MAPPA process as template.</p>	<p>Dr Stephen Hunter</p>	<p>October08: policy agreed and in place</p>	
	<p>Develop policy to ensure Primary Care services are informed of all care inputs, including DNA's</p>	<p>Gateway Service. Medical Director Caerphilly Teaching LHB</p>	<p>December 08: Policy agreed and in place.</p>	

<p>Recommendation:4 Gwent Healthcare NHS Trust and Caerphilly county borough council SSD should ensure that integrated and co-ordinated services are provided for those experiencing mental health problems of whatever severity or duration. HCS:11,12,24,25</p>	<p>A whole system review and redesign programme to be undertaken.</p>	<p>Caerphilly Teaching LHB CEO. Chrissie Hayes</p>	<p>December 07: Review completed</p>	<p>RDMH - External independent consultants commissioned to evaluate current model of service.</p>
	<p>Integration and coordination of all Health and Social Care Staff within mental health services in Caerphilly County Borough.</p>	<p>Caerphilly Teaching LHB CEO. Chrissie Hayes</p>	<p>April 09</p>	<p>A multi agency task and finish group has been established to redesign and develop a whole systems model for the borough. This group is chaired by tLHB CEO. The vision held by the multi-agency summit group is one of a recovery based integrated management and service provision for adult mental health services within Caerphilly county borough.</p>

<p>Recommendation:5 Gwent Healthcare NHS Trust and Caerphilly Teaching Local Health Board should ensure that arrangements are in place to enhance good communication with primary, secondary and tertiary care to ensure that information is passed on in a timely and accurate fashion. HCS: 12</p>	<p>Locally these issues have been addressed within the response to Recommendation 3.</p>	<p>See Recommendation 3</p>	<p>See Recommendation 3</p>	<p>See Recommendation 3</p>
	<p>All clinical Assessments undertaken at the request of local services will be forwarded using Recorded Delivery</p>	<p>Caswell Clinic General Manager</p>	<p>Immediate</p>	<p>Clinical staff and Secretarial staff advised of this requirement.</p>
	<p>The introduction of the PIMS+ patient Information System will allow clinical staff to record telephone contacts with local services. This will supplement the manual log of telephone calls maintained by Medical Secretaries within the Caswell Clinic.</p>	<p>Caswell Clinic General Manager</p>	<p>Immediate</p>	<p>The PIMS+ patient Information System went live first week May 2008.</p>
	<p>Ensure that new model of care provides assurances that integration will bring the benefit of improved communication</p>	<p>CEO Caerphilly tLHB</p>	<p>April 09</p>	<p>Although action is linked to the implementation of the new model of care – steps will be taken in advance to improve interagency and intra-agency communication within the MH services.</p>