

Somerset DHR 013 Overview Report Appendix D – Action Plan

	Recommendation	Scope of recommendation ie. Local/ regional/ national	Action to take	Lead agency	Key milestones achieved in enacting recommendation	Target date	Date of completion and outcome
1	To ensure staff are aware of local domestic abuse support services in Somerset in the event of any disclosures	Local	Magna Housing to link with domestic abuse support services in Somerset to ascertain their literature and information about their services	Magna Housing	<ul style="list-style-type: none"> • Update Magna HA intranet with Somerset domestic abuse service details • Obtain adequate supplies of Somerset domestic abuse posters, leaflets and other materials for staff to access for clients • Include information on Somerset domestic abuse services in tenant and staff newsletters 	March 2017	

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2	As part of a review already being undertaken of the Domestic Abuse Policy and training programme for all employees- this organisation will also include the importance of coercive control.	Local	Magna Housing to include Coercive control and their signs to look for in abusive relationships within their domestic abuse policy and training programme for all employees in order to refresh and further develop their understanding of these terms	Magna Housing	<ul style="list-style-type: none"> Ensure final version of domestic abuse policies and procedures includes Coercive Control Staff working in Somerset, access the SCC organized multi-agency DA trainings 	March 2017	
3	Consideration should be given to how frontline officers best share information across departments for domestic abuse cases so that all information known to departments is brought together efficiently and effectively in the future in order to safeguard individuals.	Local	South Somerset District Council, as part of their transformation programme, will discuss this recommendation when considering training programmes and responsibilities of customer facing employees	South Somerset District Council	<ul style="list-style-type: none"> All relevant customer focussed policies and procedures are updated to ensure effective sharing of information Staff access the SCC organized multi-agency DA trainings 	March 2017	In progress

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4	Feedback and debrief to be offered to the GP practices prior to publication	Local	Learning to be shared with the two GP practices involved as part of a PLT (Protected Learning Time) session	Somerset Clinical Commissioning Group	<ul style="list-style-type: none"> GP practices contacted GP practices visited and information shared 	December 2016	Complete
5	For GP and practice training to reiterate the need to include social history and care-frontational questions in consultations	Local	To review the training programme for GP practices in respect of what is covered in consultations	Somerset Clinical Commissioning Group	<ul style="list-style-type: none"> Training reviewed and updated if required If revised, training to be delivered with new content 	March 2017	Complete
6	Develop and adopt a risk assessment tool for GP practices to include: Risk to self, risk to others, risk of self-harm, risk of violence, consultation with family or others to inform decision making process Where the tool is piloted and if proved useful. The tool should be embedded in the ALL Computer System Developers to	Local	To work together with other GP practices locally to develop this tool	Somerset Clinical Commissioning Group		March 2017	Complete

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	enable all Primary Care providers to use such a tool nationally	National	Somerset CCG to share the outcome of the pilot with NHSE to consider the implementation of this tool within Primary Care				
7	Ensure there is prompt communication to GP practices after Section 136 or other mental health assessments	Local	Work with Somerset County Council- AMHP team and Somerset Partnership NHS Foundation Trust to put a process in place to ensure timely communication is sent to a patient's GP of any mental health assessments	Somerset Clinical Commissioning Group	<ul style="list-style-type: none"> Procedures to be reviewed If appropriate, procedures to be revised and new version to be publicised to all relevant 	March 2017	Complete
8	All staff need to be aware of the importance of clear and comprehensive record keeping, including the impact of spelling and grammar mistakes on meaning. All handwritten notes but also be legible	Local	To be included in 'what's on' learning point. Inclusion of examples in staff mandatory risk training and HCR-20 training. ICPA Best practice Group to also discuss	Somerset Partnership NHS Foundation Trust		31.5.2016	Complete
9	Ensure all staff are aware that it is everyone's business to ensure	Local	To be included in 'what's on' learning point. Inclusion of	Somerset Partnership		31.5.2016	Complete

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	risk information is updated with new information		examples in staff mandatory risk training and HCR-20 training. ICPA and CMHT Best practice Group to also discuss	NHS Foundation Trust			
10	Jealousy is a specific risk factor for violence. The presence of jealousy towards a partner should trigger a proactive enquiry about violent thoughts or intentions ideally without the partner or spouse being present. Jealousy, threats to commit suicide and a pattern of coercive and controlling behaviour are all high risk factors of domestic abuse and should trigger consideration for the safeguarding of the victim.	Local	To be included in 'what's on' learning point. Inclusion of examples in staff mandatory risk training and HCR-20 training. ICPA Best practice Group to also discuss	Somerset Partnership NHS Foundation Trust		31.5.2016	Complete
11	To consider as standard sharing outcome of Section 136	Local	Memo to all consultant medical staff to request that	Somerset Partnership		Complete	Completed 5 th May

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	assessment with GP and appropriate others		they write to inform the GP when they have undertaken a Section 136 or a Mental Health Act assessment in the community	NHS Foundation Trust			2016
12	Somerset Partnership Talking Therapies Service to review record keeping of Step II interventions with a view to including attendance details	Local	Review to be undertaken by Head of Psychological Services	Somerset Partnership NHS Foundation Trust		October 2016	Complete
13	Review Place of Safety provision including the use of service user and carer feedback to improve the patient experience particularly for those people who have had no previous contact with inpatient and other services for severe mental illness	Local	Review to be undertaken by Head of Mental Health Services	Somerset Partnership NHS Foundation Trust		May 2016	Completed 5 th May 2016
14	Crisis Resolution/Home Treatment Teams (CRHTTS) to review service model from the perspective of staff consistency.	Local	Operation Service Manager for CRHT to highlight at CRHT Team Managers monthly meeting	Somerset Partnership NHS Foundation		June 2016	Complete

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	There should be personalised care for those service users who would benefit from consistency; consideration should be given to provision of a named CRHTT keyworker for all patients under this service			Trust			
15	To develop clear information on self management course including criteria, referral pathway and team protocols	Local	To be undertaken by Head of Psychological Services	Somerset Partnership NHS Foundation Trust		Sept-ember 2016	Complete
16	To review the interface and transition protocol between Somerset Partnership Talking Therapies and CRHTTS	Local	Colleagues to review the interface between SPTTS and CRHT and develop a protocol to address this recommendation	Somerset Partnership NHS Foundation Trust		September 2016	Complete
17	To provide 'read only' Rio access to notes to involve staff prior to interviews conducted for the SIRI process (record had been locked)	Local	To be implemented through Corporate Governance Team	Somerset Partnership NHS Foundation Trust		Complete and ongoing	Complete

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18	The CRHTT Discharge Summary Proforma should include a formulation or diagnosis and the 'Psychotropic Change Notification Form' should be amended to include diagnosis. Ideally both these document should only be summaries (1 side of a4)	Local	To be implemented through Operational Managers	Somerset Partnership NHS Foundation Trust		September 2016	In progress
19	When informed about a death of a patient open to services then the GP should be informed by the appropriate manager or duty manager	Local	To be implemented through Corporate Governance Team	Somerset Partnership NHS Foundation Trust		Complete and ongoing	Complete
20	Ensure as part of routine practice at first appointment a client's GP is made aware by letter of their involvement with their patient. In order that the GP is in the best position to help coordinate care and information for the patient	Local	Implement this recommendation as part of the first appointment documentation and action	Private Therapist		Complete	Completed April 2016

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21	Make The British Psychological Society aware of the above recommendation and consideration for all private therapist practising in the UK	National	Write to the British Psychological Society advising them of this recommendation from a Domestic Homicide review	Independent Chair		Complete	Completed August 2016
22	Encourage private therapists in Somerset area to attend domestic abuse training as part of their Continued Professional development which will also reinforce the new term coercive control and the local support services available for victims and perpetrators of domestic abuse in Somerset.	Local		Safer Somerset Partnership in consultation with training providers and private therapists		March 2017	Complete (Summer 2017)
23	To consider and develop a Communications Strategy/Plan about domestic abuse which can be coordinated and undertaken by the partnership in consultation with the local safeguarding adult and children boards and public health	Local	A small task and finish group to be set up of those working in the field of domestic abuse and communication leads. The strategy should take into account various means of communication not just the internet. The	Safer Somerset Partnership in consultation with other key stakeholders part of the Domestic Abuse Board		December 2016	Complete

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	colleagues.		aim of the strategy and delivery is to make the dynamics of domestic abuse clear to the community at large.				
24	Full implementation and evaluation of the 'Working Together to respond to parents and children affected by the trio of domestic abuse, mental health and substance misuse' protocol to improve responses to families affected by these issues.	Local	A small task and finish group to review and audit progress.	Safer Somerset Partnership	Group to meet Assess progress Audit impact	3 months following publication	In progress