

MEMBER OF THE



HR House

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RECEIVED

11 AUG 2016

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Ms R Griffin
HM Coroner's Court
Paderborn House
Howell Croft North
Bolton
BL11QY
Date 8th August 2016

Dear Ms Griffin

LEE FRANCIS GRIMES – DECEASED.

I am responding to your letter dated 26th July 2016 and can confirm the following actions have taken place.


- The communications policy has been revised and details easy to follow procedures when effectively communicating a concern about our clients. (policy included)
- All staff is trained in this policy and other key policies at their initial induction to the company.
- We have a carousel of regular training for all staff. This policy will be added to this and all staff will have continued access to the training provided.
- Staffs have always had clear direction about reporting and recording concerns about clients. The member of staff who did not report the concerns on the 17th March 2016 has been dealt with by the company's disciplinary procedures.

Please do not hesitate in contacting me if you require any further information.

Kind Regards



Company Registration No. 5022820

Subject: Effectively communicating An incident or concern about Service User	Section: Issue Date: Jan 2005	Page No. 1 of 2 Last review Date: 1 st August 2016
Policy No: OP0126	Policy Scope: All Services	Approved By:  Service Manager

This policy should be read in conjunction with our Adult Safeguarding policy No OP0010 and Data Protection policy No. OP0043.

Staff will witness and be privilege to incidents and information regarding our clients on a daily basis. Most interaction and information will be positive and have a positive impact on the individual's life. Positive changes and achievements need to be recorded and shared where appropriate. Positive outcomes can, with approval be shared with significant others, placing authority and relevant professionals, this course of action should be encouraged.

When staff witness or receive information that could be detrimental to the client we need to inform the relevant professional bodies who can advise and assist with helping the client.

Information or incidents that need to be reported include:

- Any safeguarding concern
- Deterioration in health
- Drug and alcohol use
- Unusual behaviours
- Criminal activity
- Hospitalisation
- Missing

This list is not exhaustive; if in any doubt report your concerns immediately to your line manager.

It is the responsibility of each member of staff to ensure they have all the relevant professional contact details for their clients including out of hours numbers.

PROCEDURE:

In the event of a member of staff receiving information they are concerned about or witnessing an incident they are to immediately report it by phone to the relevant professionals involved such as the clients CPN, Social worker, Duty team, you need to make a record of the following:

Name of person spoken to
Title of this person
Contact Number
Date and time
Conversation held

The same information needs to be given to the Registered Manager or in their absence the Senior Service manager by either phone or email.

In the event that there is no one available to speak to within the local authority staff are to continue to phone and email their concerns until they have spoken to the relevant person and received instructions from the relevant person within the local authority. This instruction applies to all members of staff within the company.

At the first opportunity the staff members gets they are to fill out a detailed incident sheet and hands it to their line manager. When recording information staff are to ensure they record only factual information and include dates, times and names of any individual spoken to.

The reporting member of staff will be the main point of contact, when further about the reported incident is received they are to inform their line manager immediately.

If a member of staff knows they are going to be absent during an ongoing investigation they are to ensure that their line manager is fully aware and briefed.

A simple rule to follow is: if in any doubt report it to the relevant professional body and or your line manager and always follow up with a detailed incident report.