

| SERVICE USER AND CARER INVOLVEMENT IN SERIOUS INCIDENT REVIEW PROCESS | |
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| Indicator number | 5 |
| Indicator name | Service user & carer involvement in the Serious Incident review process |
| Indicator weighting (% of CQUIN scheme available) | 0.25% |
| Description of indicator | <p>To establish a pool of service users and carers to</p> <ol style="list-style-type: none"> 1. Meet with SI review leads as part of the SI investigation process 2. Review completed SI investigations to ensure there is a good carer and service user focus, and advise appropriately 3. Share information with the Carers Forum relating to outcomes and lessons learned from serious incident reviews <p>To ensure that the service user and carer perspective are central to SI investigation and provide assurance that service user and carer views are taken into account in the investigation process</p> <p>A number of services users and carers will be recruited for the purpose of setting up a mixed group of 6 service users and carers to meet monthly. The group will meet with SI review leads and support the review process live and also review closed SI Reviews from an assurance perspective. This will require a pool of service users / carers (Approximately 12) to be identified and trained. Training will be provided by the Head of Investigations and the Service User Lead. Support will be provided (live) when the Group meets and via 1:1 sessions by the See Me Team.</p> |
| Numerator | |
| Denominator | |
| Rationale for inclusion | An External Review of the SI investigation process highlighted and reinforced a need to involve service user and carers in the investigations that follow serious incidents. The Duty of Candour requires that we provide feedback to service users and carers when things go wrong – this new process will strengthen our assurance that families and carers are central to the SI investigation process |
| Data source | Quarterly CQUIN return to the lead commissioner. reporting to the Clinical Quality Review Group BCC CCG (via the CQUIN report) |
| Frequency of data collection | |
| Organisation responsible for data collection | Birmingham & Solihull Mental Health NHS Foundation Trust |
| Frequency of reporting to commissioner | Quarterly |
| Baseline period/date | |

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| Baseline value | |
| Final indicator period/date (on which payment is based) | Quarter 4 |
| Final indicator value (payment threshold) | Evaluation of progress and impact on investigations from an organisation and service user / carer perspective |
| Rules for calculation of payment due at final indicator period/date (including evidence to be supplied to commissioner) | |
| Final indicator reporting date | Evidence of the quality impact and service user and carer focus by production of SI investigations to Commissioners |
| Are there rules for any agreed in-year milestones that result in payment? | See below |
| Are there any rules for partial achievement of the indicator at the final indicator period/date? | See below |

Milestones

| Date/period milestone relates to | Rules for achievement of milestones (including evidence to be supplied to commissioner) | Date milestone to be reported | Milestone weighting (% of CQUIN scheme available) |
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| Quarter 1 2014/15 | <ul style="list-style-type: none"> ➤ Identify a mix of 12 service users and carers who are interested in becoming part of the Service user / Carer SI Assurance Group ➤ Raise for discussion at the Carers Forum and with the extended See Me Team ➤ Identify and document the supervision arrangements ➤ Formalise pay / expenses arrangements for service users and carers ➤ Formalise Governance arrangements <p>Evidenced by</p> <ul style="list-style-type: none"> ➤ Carer Forum minutes ➤ Minutes of formal / informal groups attended to discuss the project and recruit services users and carers ➤ List of service users and carers identified for formal recruitment ➤ Documented pay arrangements | 30 June 2014 | 30 % |

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| | <ul style="list-style-type: none"> ➤ Documented supervision arrangements / rota for supervision ➤ Identify the training content for induction of service users and carers (Including Information Governance) | | |
| Quarter 2 2014/15 | <ul style="list-style-type: none"> ➤ Identify ways in which the effectiveness and impact of the group will be measured and evidenced (Evaluation tool) ➤ Document an outline of how the group will work in practice ➤ Clarify support arrangements for service users and carers ➤ Arrange the Induction / Training Programme ➤ Train / induct the service users and carers ➤ Develop a schedule for the meetings and supervision dates <p>Evidenced by</p> <ul style="list-style-type: none"> ➤ Planned Training schedule ➤ Evaluation Tool ➤ Documented process outlining supervision arrangements (approved by See Me Team formally) ➤ Training and Induction content & programme ➤ Attendance records | 30 September 2014 | 20 % |
| Quarter 3 2014/15 | <ul style="list-style-type: none"> ➤ Group begins to meet under supervision ➤ Identified SI Review leads meet with the group as identified by the Head of Investigations ➤ Selected completed SI Reviews are sent to the group for comment & assurance <p>Evidenced by</p> <ul style="list-style-type: none"> ➤ Documented minutes of the meetings ➤ Meeting schedule ➤ Supervision dates / records | 31 December 2014 | 20 % |
| Quarter 4 2014/15 | <ul style="list-style-type: none"> ➤ Evaluate the work of the group for Quarter 3, and the project overall identifying any required improvements, additional resources <p>Evidenced by</p> <ul style="list-style-type: none"> ➤ Completed SI Reviews demonstrating reference to support of families and carers and improvement in quality of | 31 March 2015 | 30 % |

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| | <p>involvement of families / carers / service users</p> <ul style="list-style-type: none">➤ Evaluation Report➤ Minutes of meetings➤ Evidence of increase in quality and service user / carer involvement | | |
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