

**HSCB Response to Recommendations Raised from the  
Serious Case Review into Child I  
February 2015**

**NHS England Local Area Team (LAT)**

***1. The LAT should introduce arrangements which seek to ensure via induction processes that all GPs have sufficient appreciation of locally agreed multi-agency safeguarding procedures (including sources of supervision) before they begin to practice locally.***

The Wessex Sub-Regional Team and West Hampshire CCG are currently reviewing induction processes for GPs to ensure all Hampshire relevant multi-agency procedures are sufficiently incorporated. This includes providing specific support on safeguarding processes. These arrangements will be completed by June 2015 and reviewed as part of the audit programme in the coming year.

***2. Practices that provide a service to Forces' families should be offered context specific training.***

Context specific training is included in the training strategy and training resource. This area of work is being led by the Designated Team and Named GPs and will be reviewed within the GP audit programme during 2015.

**Clinical Commissioning Group (CCG)**

***3. The CCG should review and confirm the frequency and effectiveness of health visitor / GP liaison opportunities amongst local Practices.***

The CCG are working with Southern Health Foundation Trust to review the current arrangements with GP practices in Hampshire. Named GPs will work with individual Practices to identify current arrangements with health visitors. This work is expected to be completed by mid 2015.

**Relevant General Practice**

***4. Confirmation should be provided by the GP Practice involved in this case, to the NHS England Local Area Team that all medical staff have now completed safeguarding children training (level 3)***

All GPs in the relevant practice have been trained in the Level 3 core competencies outlined in the Safeguarding: Roles & Competencies for Healthcare Staff. Intercollegiate document

3<sup>rd</sup> Edition March 2014. There has been 100% completion of the online training module and staff are working towards 100% completion of face to face training by mid-2015.

## **Portsmouth Hospitals NHS Foundation Trust**

### **Community Midwifery Service**

***5. The service should review its liaison arrangements with the welfare service provider that supports families such as those of child I.***

A full service overview was completed in January 2015. Midwives will risk assess each woman on an individual basis if they are in receipt of care from the PHT midwifery service. The need to be culturally aware (across all cultures not just those highlighted in this report) is also emphasised and discussed in training.

### **Emergency Department**

***6. The Emergency Department should take all practical steps to ensure that information emerging from its contacts is shared in a timely manner with other relevant services.***

The Emergency Department conducted a review of all information sharing during 2014-15. This resulted in the implementation of a new computer system which allows information to be shared in a more timely manner. An early review of the progress and impact of this will be undertaken with both internal and external partners. The importance of relevant, effective and timely sharing of information is also covered in staff training.

***7. The Trust should review its current arrangements for medical staff to access interpreters and initiate any required improvements so as to ensure reliable facilitation of effective communication with patients.***

The Trust aims to ensure that all users of its services are provided with a high standard of care and a positive experience, and good communication is fundamental to this. The population of Portsmouth and the surrounding localities are diverse and to meet the needs of our patients, the Trust has commissioned the provision of interpreting services. This includes the provision of a 24/7 telephone interpreting service available and access to face to face interpreting, including British Sign Language interpreters where needed. Staff are also able to access an interpreting website on the Trust intranet with details of how to book telephone and face to face interpreters.

## **Southern Health NHS Foundation Trust**

### ***Health Visiting Service***

***8. The Trust's safeguarding children training (levels 1,2 and 3) should include reference to and reinforcement of the current 'Equality, Diversity and Human Rights (2013) Policy so that the need to and means of accessing interpreting / translation services become universally known.***

Southern Health NHS Foundation Trust are currently reviewing their training programmes to ensure that those receiving safeguarding training at levels 1,2 and 3 are aware of the provisions in the Equality, Diversity and Human Rights policy, and where / how to access interpretation services. The review is due for completion in April 2015. Information is also disseminated through electronic local service updates to ensure that staff have up to date information on what services are available.

***9. The Trust should immediately inform current staff how to access:***

- ***The guidelines in document 5 'Interpreting and Translating' in the toolkit associated with the above policy***
- ***Written information in languages other than English with particular reference to 'sudden infant death syndrome'***

As above, staff have been informed how to access interpreting services and information will continue to be promoted via training. Leaflets explaining the risks associated with sudden infant death syndrome are being printed in different languages for all Trust staff to share with patients. An audit planned for later in 2015 will review understanding of the policy and associated toolkit, as well as whether staff are aware of and able to access information in multiple languages.

### **Welfare Support Service**

***10. The contracted welfare service provider on Base should develop a formal child safeguarding policy and a confidential interpretation service for non-English speaking family members of visiting Saudi students***

HSCB have written to the relevant Welfare Support Service to highlight the findings of this review and identify lessons learnt for their future working with other families. The Support Service is currently reviewing their safeguarding policy, and clarifying arrangements for accessing interpretation services. The Welfare Service have been asked to confirm these arrangement to HSCB to assurance can be given about future work with families from overseas.