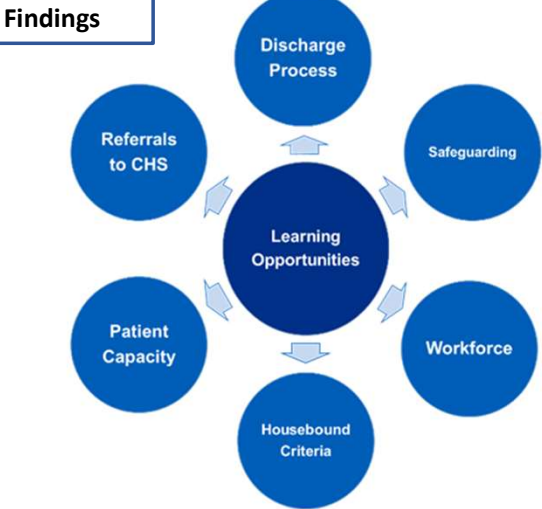


Learning Response – Executive Summary

InPhase: 224310 Learning Response: Patient Safety Incident Investigation

Brief Description:
Mr M, a 51-year-old Tower Hamlet resident with multiple health issues and a history of depression and PTSD, is under the long-term care of Tower Hamlets Community Health Service (CHS) and Mental Health Services. He feels unsafe on his estate due to abuse from other residents. He has faced financial exploitation, leading to a safeguarding referral in March 2021, and his home was robbed in October 2021. Feeling threatened, he kept weapons at home. On August 2, 2022, district nurses found a knife behind his door, and on November 14, he brandished a knife during their visit, prompting a formal investigation and another safeguarding referral. Mr M was admitted to Royal London Hospital on 24 May 2023 with a diabetic foot infection, leading to an amputation of two toes., he was treated for elevated blood glucose and discharged on 13 June and referred to Tower Hamlet CHS for wound management, including VAC therapy and diabetic management support. After being deemed no longer meeting the non-housebound criteria, his care was transferred to his GP practice nurse. Darren missed an appointment, citing mobility issues, and was assessed to have the capacity to decline daily nursing. Due to insulin administration concerns, he continued receiving District Nursing support until readmission to the Royal London Hospital on 27 August 2023.



- Safety Actions**
- Conduct audits to assess the discharge process's effectiveness and identify improvement areas.
 - Integrate Mental Health Liaison Nurses into Community Health Services, defining roles for collaborative practice.

Area of Improvements:
Discharge Process: A Caseload Monitoring Tool and a Locality Safety Huddle Terms of Reference were introduced in Tower Hamlets to clarify roles and identify high-risk patients early, supporting coordinated and safeguarded care.
Safeguarding: A workshop led to new guidance on insulin non-adherence, increased mental capacity assessment training, and a process for managing unwise decisions. Tower Hamlets now ranks among the highest for mental capacity assessment compliance in the Trust.
Patient Capacity and Preferences: An "Unwise Decision" tool helps address patient support refusals, and a Quality Improvement project aims for all users to have a shared care plan with mental health services by April 2025.
Workforce Support: The OPEL Framework and an ELFT Staff Support Charter were implemented to manage care pressures and provide staff support through a trauma-informed approach. A Leadership Work Plan sets expectations for quality, safety, and staff wellbeing.
Staff Safety: The SAFFER QI Project was launched to enhance staff safety protocols.
Commissioning Criteria: Updated Housebound Criteria now include residents over 18 needing significant assistance to attend GP practices due to health or end-of-life needs.

Visual Timeline of Care

