HomeLink® Healthcare

Specialists in Hospital at Home since 2016

Patient Safety Incident Response Plan (PSIRP)

Contents

1. Foreword from our Head of Nursing

The patient is at the heart of everything that we do and is treated with respect, dignity and empathy. We support our staff to deliver the best possible care. Our patients rate us extremely highly and have excellent outcomes as a result.

The national Patient Safety Incident Response Framework (PSIRF) is a driver for change, replacing the NHS Serious Incident Framework. It encourages us to think and respond differently when a patient safety incident occurs.

This Patient Safety Incident Response Plan (PSIRP) sets out how HomeLink Healthcare intends to respond to patient safety incidents. We are always flexible and consider the specific circumstances in which patient safety incidents occurred and the needs of those affected. We are actively learning throughout the process and are monitoring the effectiveness and impact of implementation, adapting our approach as needed.

Natalie Cook

2. Introduction: Purpose, scope, aims and objectives

2.1
Purpose:

This plan supports the requirements of the Patient Safety Incident Response Framework (PSIRF) and sets out HomeLink Healthcare's approach to developing and maintaining effective systems and processes for responding to patient safety incidents and issues for the purpose of learning and improving patient safety.

2.2
Scope:

Applies to all patient safety incidents within HomeLink Healthcare services.

Responses under this plan follow a systems-based approach. This recognises that patient safety is an emergent property of the healthcare system: that is, safety is provided by interactions between components and not from a single component.

2.3
Aims and objectives:

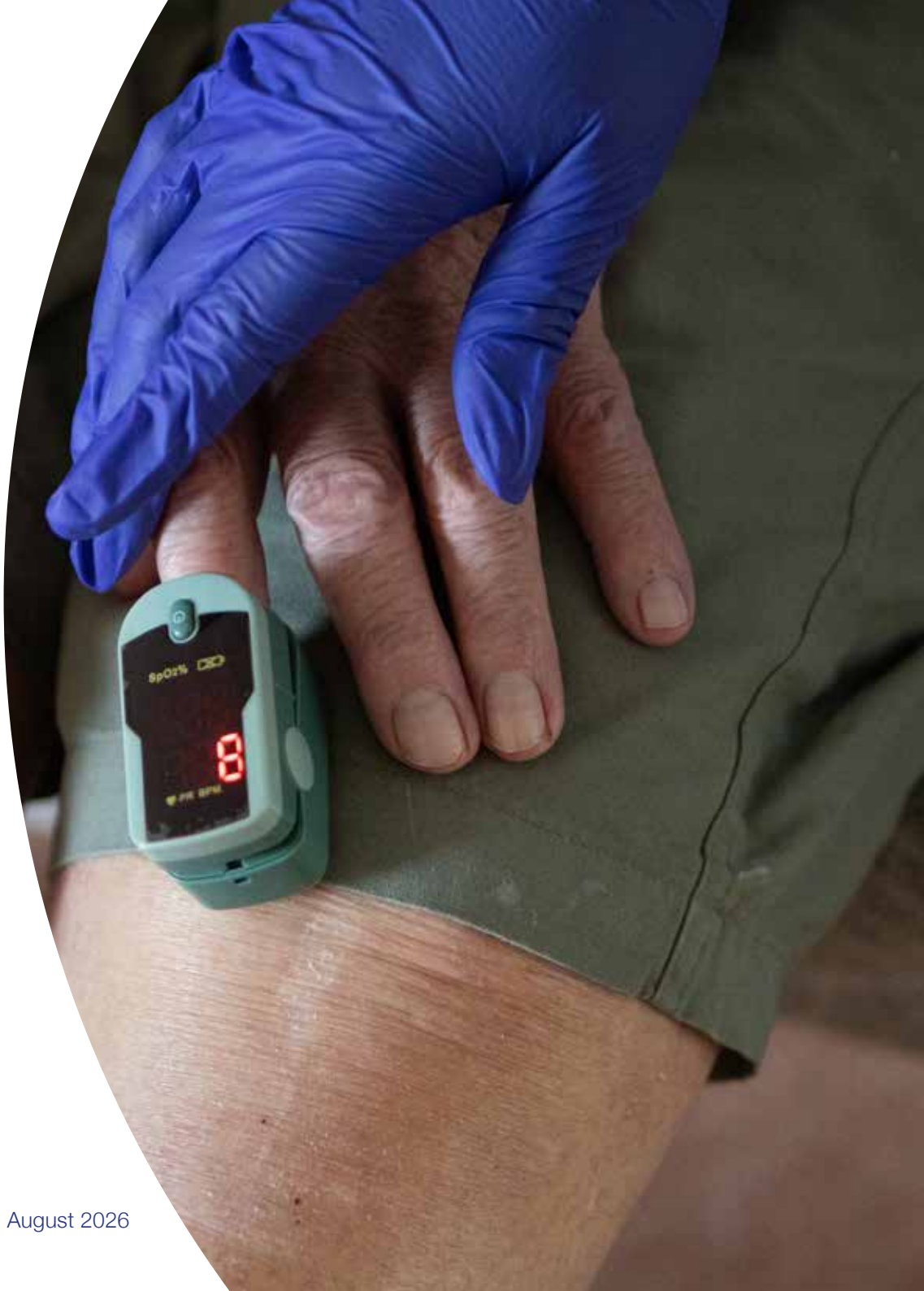
This plan supports development and maintenance of an effective patient safety incident response system that integrates NHS England's four key aims and objectives of the PSIRF:

- Compassionate engagement and involvement of those affected by patient safety incidents
- Application of a range of system-based approaches to learning from patient safety incidents
- Considered and proportionate responses to patient safety incidents and safety issues
- Supportive oversight focused on strengthening response system functioning and improvement.

2.4
Developing HomeLink Healthcare's PSIRP

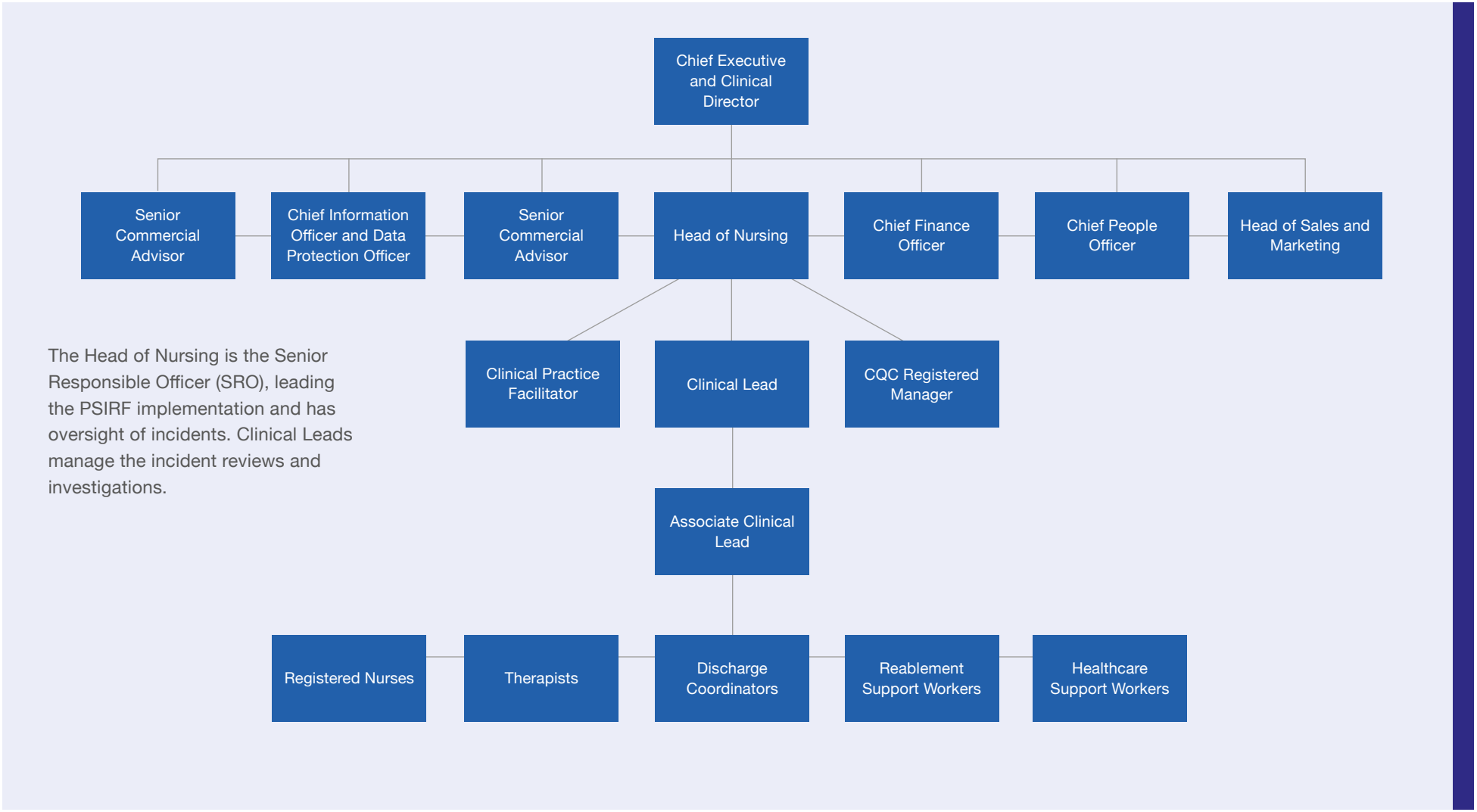
Steps that HomeLink Healthcare have used to develop the plan include:

- Examining patient safety incident records
- Describing the safety issues found in the patient safety incident records
- Identifying improvement plans for HomeLink Healthcare that are already underway and what can be further improved
- Agree the types of proportionate responses that can be used when investigating a patient safety incident.



3. HomeLink Healthcare structure and services

3.1
HomeLink Healthcare structure and responsibilities:



The Head of Nursing is the Senior Responsible Officer (SRO), leading the PSIRF implementation and has oversight of incidents. Clinical Leads manage the incident reviews and investigations.

3. HomeLink Healthcare structure and services continued

3.2
HomeLink Healthcare services

HomeLink Healthcare is a clinician-led organisation providing safe, high-quality Hospital at Home services. We work with the NHS to prevent patients being admitted to hospital and enable others to come home more quickly.

Our highly-skilled and compassionate nursing and therapeutic teams deliver in-person care to patients in the place they call home, every day of the year. Alongside this personal contact, we use monitoring and reporting technology that reassures patients and provides our partners with real-time information.

HomeLink Healthcare works with acute trusts and community providers to provide Hospital at Home care through the clinical pathways shown below.

The clinical care within each pathway is delivered by Nurses, Physiotherapists, Healthcare and Reablement Support Workers depending on the needs of our patients.

The size of our multidisciplinary teams varies but each service will have a Clinical Lead along with Nurses, Physiotherapists and Healthcare and Rehabilitation Support Workers delivering care to our patients.

We are always looking to expand our services as well as looking at other models of care that work in partnership with the NHS to reduce waiting times and address inequalities in access to Hospital at Home care.

4. Implementation

4.1.
Patient safety culture

HomeLink Healthcare is proud to ensure that staff work within an environment where they feel valued, well supported and understand how their work contributes and is integral to ensuring that patient safety is HomeLink Healthcare's top priority.

We understand that by creating a culture that provides our staff with psychological safety will empower them and encourage others to speak out when they feel worried or concerned about anything that may impact the safety and wellbeing of our patients.

4.2.
What is a just culture?

HomeLink Healthcare has adopted and continues to work under a just culture.

The Nursing and Midwifery Council (2021) describes just culture as 'one that balances fairness, learning and accountability'.

The success of HomeLink Healthcare's PSIRF will rely on a just culture where staff, patients, families and our stakeholders expect to be:

- Treated with kindness and compassion
- Told the truth when things go wrong and why this has happened
- Included in the investigation and asked what they would like to find out during investigations to incidents and contribute to any actions which may help to improve safety
- Have access to and be able to read the full written responses to incidents.

4.3.
Developing a just culture

HomeLink Healthcare's Chief People Officer fulfils the role of the head of culture. We have developed a new Patient Safety Group whose primary function is to ensure that all staff feel able to raise their concerns about patient safety. We have a variety of ways that this can be done to ensure that staff have the support required to do this, this includes:

- Open door sessions with members of the Senior Leadership Team available to all
- Four nominated Freedom to Speak-Up Champions.
- Our employee voice: the Happiness Index
- Our annual engagement survey.

HomeLink Healthcare is ensuring that all staff throughout the organisation receive training in understanding what a just culture is and how they can support the wellbeing and safety of our patients. This is now embedded as part of HomeLink Healthcare corporate induction.

Formal training for all staff within HomeLink Healthcare, including members of the Board and the Senior Leadership Team to ensure they understand the importance for patient safety of both a just culture and psychological safety for the staff they are responsible for.

4. Implementation continued

4.4.
Psychological safety at HomeLink

HomeLink Healthcare recognised that psychological safety is essential for all healthcare providers and professionals to enable them to feel comfortable raising and sharing their concerns, fears or issues that they feel may impact on the quality of care to patients.

4.5.
Patient Safety Partners (PSPs)

The role of PSPs for HomeLink Healthcare will evolve over time, our intention is that PSPs will start with being involved with the role out and implementation of our PSIRF/PSIRP and will work closely with our field staff visiting patients to understand the patient experiences of our services.

HomeLink Healthcare seeks guidance and support from the Trust responsible for the patient by liaising with their PSP. As the business grows, we will continue to review this process and recruit additional PSPs or implement these as individual roles as required. This will be reviewed annually as part of the Patient Safety Group.

4.6.
Engagement of PSPs

HomeLink Healthcare recognise that talking to and involving patients, families and carers about patient safety is fundamental to PSIRF for a variety of reasons including

- It is the best way for us to learn from incidents that they are involved in
- It encourages them as partners in their own safety
- It recognises the vital role that they play in improving the safety of care delivered across our services as they become the voice of the patient.
- Engagement Activity for PSPs

PSPs support HomeLink Healthcare in a variety of ways for both staff (new and existing) and patients, families and carers.

These include:

- Participating in interviews to support staff, patients and families
- Help to understand equality issues so that patient safety Is fair for all
- Support in the recruitment of staff.
- Can be part of interview panels and write interview questions
- Supporting families and carers to get involved in their own safety
- Support patients, families and carers to report problems
- Understand how services are run and make them safer

4. Implementation continued

4.7.

Engaging and involving patients, families and staff following a patient safety incident

Following PSIRF principles, HomeLink Healthcare recognises that learning and improvement following a patient safety incident can only be achieved if supportive systems and processes are in place.

It supports the development of an effective patient safety incident response system that prioritises compassionate engagement and involvement of those affected by patient safety incidents (including patients, families and staff). This involves working with those affected by patient safety incidents to understand and answer any questions they have in relation to the incident and signpost them to support as required.

Openness, transparency and honesty are at the core of PSIRF when it comes to patient safety incidents and requires an approach that is kind and compassionate.

HomeLink Healthcare has developed a plan detailing how we will continue to ensure openness and honestly with patients and their families following a patient safety incident and ensure that they are included throughout the learning process.

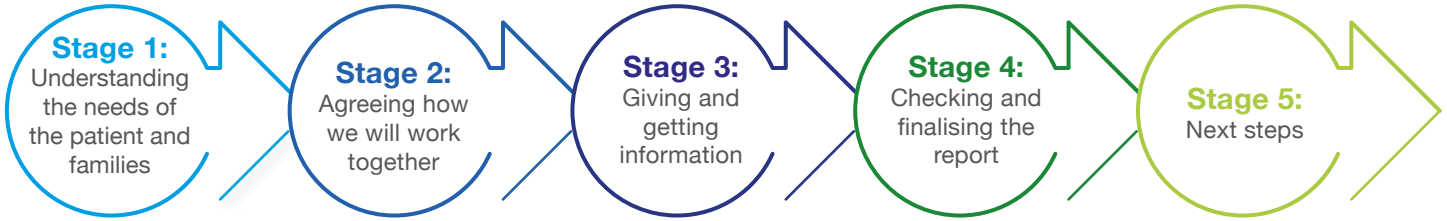
A comprehensive PSIRF Training Plan includes mandatory NHS England Patient Safety Syllabus Level 1 for all staff and Level 2 for leaders involved in investigations.

HomeLink Healthcare advocates the use of the Learn Together Guides to provide patient and staff information leaflets that supports and guides patients, families and staff through a Patient Safety Incident Investigation (PSII), aiding conversations and ascertaining expectations when involved in a Patient Safety Incident (PSI).

There is a 5 stage process when engaging with patients and families – these include:

The stages are further defined in the Learn Together Guide for Patients and Families.

The Learn Together Guide for Staff is used when undertaking engagement with those affected by Patient Safety Incidents.



4. Implementation continued

Discussing and reflecting on patient safety incidents may be an upsetting experience for anyone involved and HomeLink Healthcare recognises that discussing any learning outcomes must be done compassionately and sensitively ensure a support environment where those involved feel comfortable and safe. Not only will this ensure that engagement is undertaken, however it will also enable staff to support the desired improvements that may be recommended. HomeLink Healthcare uses NHS England's SHARE Debrief Tool that has been developed to support leaders in achieving this.

4.8. Addressing health inequalities

HomeLink Healthcare work across a variety of different co-designed services that meet the local needs of the populations. When a patient safety incident occurs, staff managing those sites will ensure that they undertake a full investigation, during which they will ascertain if there is anything which may affect the patients or the families ability to be fully involved in any learning responses.

These may include a person's:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex and sexual orientation.

These are known as 'protected characteristics and HomeLink Healthcare will work with those to address any requirements / needs to them to ensure that they are involved in any learning responses in an appropriate way.

5. Patient safety incident profile

Data sources such as incident reports, patient feedback, clinical audits and complaints are regularly reviewed to enable HomeLink Healthcare to learn for continuous improvement.

Stakeholders involved in defining HomeLink Healthcare's incident profile are: patients, families, healthcare staff, and external regulatory bodies.

Top two incidents and action plan for 2026

Improvement plans	Aims
Medication management: The highest reported incident rate, One of the highest reported incident rates within the business. This includes factors related to direct HomeLink Healthcare incidents as well as incidents attributed to external system partners.	Increase confidence in our workforce around medication management. Support partners in reducing incidents on transfer of patients
Falls: High number of falls related incidents reported within HomeLink Healthcare. Majority of falls relate to external factors or are unwitnessed. Higher volume with no / low harm levels.	Use falls audit results to implement improvements. Increase environmental checks and documented advice to patients to reduce avoidable falls.

6. Patient safety improvement profile

Improvement priorities are Identified through data analysis and stakeholder input. Monitoring and tracking of this data include regular reviews by the Senior Team in the Quality and Safety meetings.

Regular updates to policies and practices based on incident analysis and learning for continuous improvement.

6.1. Governance and oversight

Reporting to stakeholders, senior management, external stakeholders and regulatory bodies is a continuous process.

HomeLink Healthcare's Patient Safety Group are responsible for overseeing the implementation of the Patient Safety Incident Response Plan. Regular audits are conducted to ensure compliance and effectiveness of the PSIRP.

6.2. Reviewing our Reviewing the PSIRP and Policy

This PSIRP is a 'living document' that will be reviewed and updated to incorporate new learning and changes in regulations. We will review the plan every 12 to 18 months to ensure our focus remains up to date; with ongoing improvement work our patient safety incident profile is likely to change.

This will also provide an opportunity to re-engage with stakeholders to discuss and agree any changes made in the previous 12 to 18 months. Updated plans will be published on our website, replacing the previous version.

7. Patient Safety Incident Response Plan (PSIRP)

NHS England have provided specific guidance for organisations to respond to patient safety incidents in a way that supports an environment of continual learning and improvement.

There are national requirements that are set by Government bodies for specific types of patient safety incidents that HomeLink Healthcare must investigate these include:

HomeLink Healthcare have agreed our own internal threshold of which incidents need to be reviewed.

Incidents will be reviewed using our internal Incident Review Process.

7.1 Responding to incidents:

Our process for managing clinical incidents are underpinned by HomeLink Healthcare's Incident Policy.

Regular mandatory training sessions on incident investigation and reporting are provided to staff.

Compassionate engagement and transparent communication is initiated with patients, families, and staff affected by incidents. Support is provided to staff involved in incidents to promote a just culture.

There are a number of different methods of learning from a patient safety incident that those undertaking a learning response can choose from. How and when to use them are outlined in HomeLink Healthcare's Decision Tool, found on page 15.

Compassionately engaging with each of those involved in the incident is essential to gain a deeper understanding of what has happened and what they think may have contributed to the incident occurring. This involves not only the staff, but also the patients, family, advocates and carers.

One completion of the incident investigation, a detailed report using this template will be shared with all those involved in the incident.

Patient safety incident type	Required response	Anticipated Improvement route
Incidents meeting the Never event criteria	PSII	Create local organisational actions and share learning through the weekly SLT meeting
Death through more likely than not due to problems in care.	PSII	Create local organisational actions and share learning through the weekly SLT meeting

7.2.
Incident reporting

There are clear procedures for reporting incidents promptly.

HomeLink Healthcare uses an electronic quality management system (Radar) to log and investigation all adverse events including incidents, complaints and concerns. Radar is accessible for all employees across the whole organisation.

All new starters joining the business receive training on how to use this system and are fully supported to ensure that clinical incidents are logged promptly and appropriately.

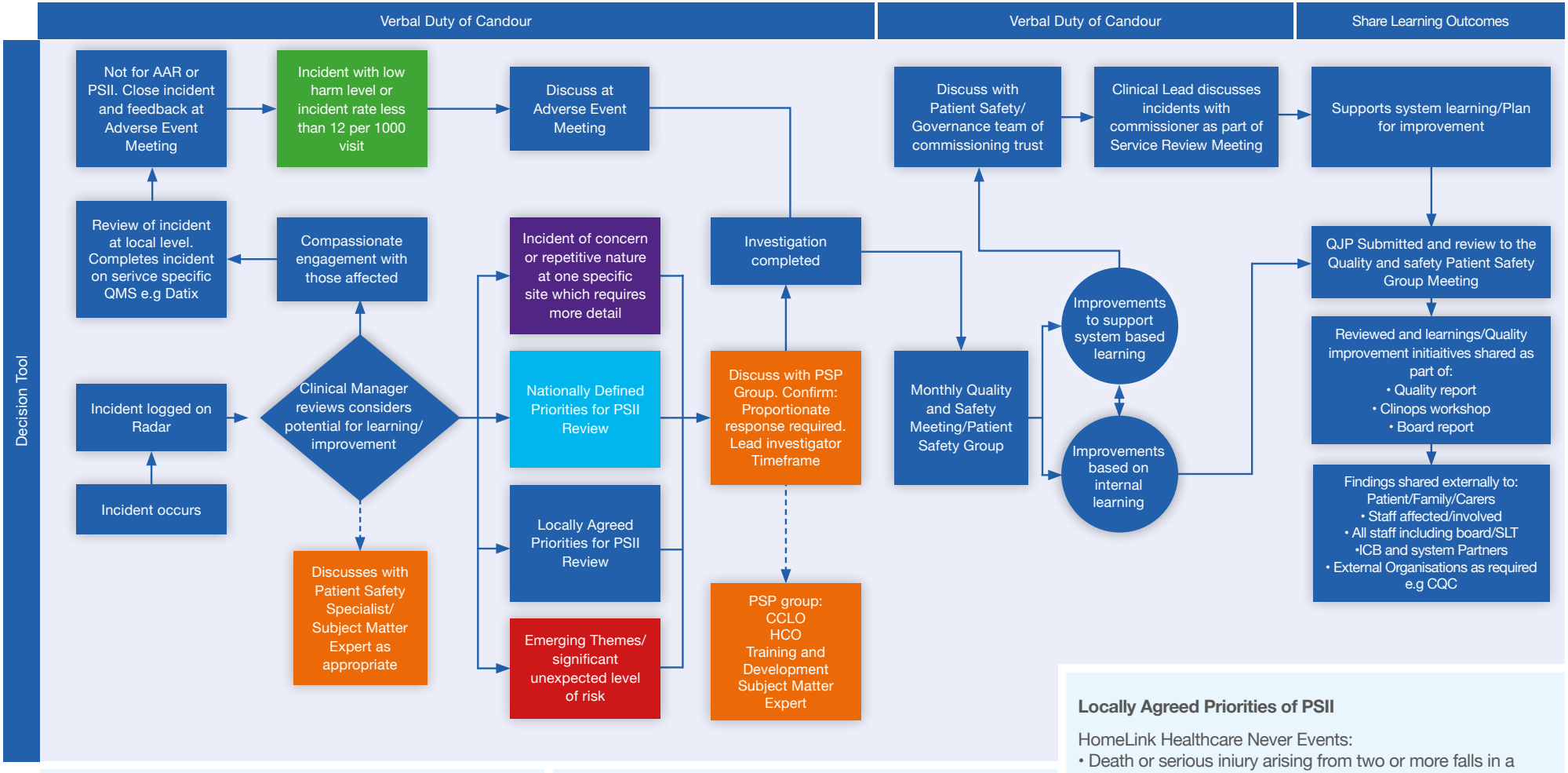
Utilising one system to record and investigate all adverse events enables HomeLink Healthcare to generate reports to identify themes and trends over time or broken down into patient pathways, services or the business as a whole.

All incidents within the Company are reviewed at ratified weekly. Themes action plans and investigations are discussed and lessons learned are communicated across the business. All incidents are reviewed monthly using a thematic approach and reported directly to the Patient Safety Group, the Quality and Safety Board and the Board. Externally all incidents and adverse events are reported back to the relevant commissioners of the service.

Our Quality Assurance Framework will enable us to review incidents using our internal processes to develop strategies and action plans to reduce the risk of recurrent incidents.

This ensures an open, honest and transparent approach to learning from incidents whilst encourage shared learning both across the business and the wider healthcare system.

7. Patient Safety Incident Response Plan (PSIRP) continued



Nationally Defined Incidents Requiring External PSH

- Death of a Child
- Death of a person with Learning Disabilities
- Safeguarding

Nationally Defined Incidents Requiring Local PSII

- Incidents categorised as Never Events as per NHS England
- Incidents meeting learning from Patient Deaths criteria as per NHS England

Locally Agreed Priorities of PSII

HomeLink Healthcare Never Events:

- Death or serious iniury arising from two or more falls in a natient known to be at high risk
- Category III or IV oressure ulcers in a natient develoned whilst under the care of HI HCI
- Unplanned transfer to intensive care after failure to resond to deterioration in risk scores
- Administration of medication by the wrong route

>12 Incidents per 1000 visits per month.

Compassion

Commitment to Quality Care

Collaboration

Get in touch

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