Shropshire Community Health NHS Trust

Policies, Procedures, Guidelines and Protocols

Document Details	
Title	**Learning from Deaths Policy**
Trust Ref No	1877
Local Ref (optional)	v.4
Main points the document covers	This policy provides guidance on how the Trust reports, reviews and/or investigates deaths of patients who are under our care and how learning can be identified and disseminated. It includes details of the processes required and the engagement of families and carers
Who is the document aimed at?	Guidance for all medical and healthcare professionals who have delivered care and treatment to a patient who has died and are involved in the Learning from Deaths Review Process
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Owner(s)	Lindsey Leach, Senior Governance Manager
Approval process	
Who has been consulted in the development of this policy?	See section 17 of the policy
Approved by (Committee/Director)	Quality and Safety Committee
Approval Date	
Initial Equality Impact Screening	Yes
Full Equality Impact Assessment	No
Lead Director	Dr Mahadeva Ganesh, Trust Medical Director (Chair of Learning from Deaths Group)
Category	Clinical
Sub Category	
Review date	31 January 2027
Distribution	
Who the policy will be distributed to	Managers, team leads and all Medical and Healthcare staff
Method	Published on Trust website, awareness raising via Divisional / Team meetings
Keywords	Death, patient death, deceased, death certification, case record review, unexpected death, review, investigation, death due to a problem in care, expected death, exception report, global trigger tool, direct care, local mortality review, mortality, end of life, bereavement, lessons learnt, learning, learning from deaths,

	community, community hospital, death in custody, HM Prison, CDOP, Child Death Overview Panel, LeDeR , Autism, Learning Disabilities, Learning Disability Mortality Review Programme National Guidance on Learning from Deaths, CQC Learning, candour and accountability, Network of Staff Supporters, NOSS, superspell, super spell, medical examiner, Patient Safety Incident Response Framework

Document Links	
Required by CQC	Yes
Required by NHLSA	Yes
Other	

Amendments History

No	Date	Amendment
1	Nov 2014	Updates following Internal Audit recommendations including ensuring the reporting process includes reporting to relevant Trust committees and groups
2	Aug 2017	Community Hospitals Mortality Review Process superseded by this Learning from Deaths Policy which now covers a wider remit in line with the National Guidance Learning from Deaths (March 2017)
3	Jan 2017	Amendments to the Terms of Reference section to include specific reference to the Child Death Overview Panel and the review of child deaths identified as Serious Incidents
4	Sept 2019	Amendments to Learning from Deaths process and updating of supporting documentation (see appendices). Update of definitions to bring them in line with latest National guidance. Addition of a Support to Staff section, change to the term “learning from deaths” instead of “mortality”, change of title of the Mortality Group to the Learning from Deaths Group; Terms of Reference updated. Reference to the new Recommended Summary Plan for Emergency Care and Treatment (ReSPECT) process
5	Jan 2022	Minor amendments to Learning from Death Process including the addition of *Learning from Deaths Level 1 Review Report* to replace *Learning from Deaths Local Checklist.* These amendments were carried out as part of the agreed extension of a full review of Policy to April 2022. Consideration of amendments required during this initial extension revealed numerous evolving factors impacting on the update of this policy that will remain uncertain for several months. It was therefore agreed that these would be acknowledged now and developed for inclusion in a completed policy update by September 2022. These factors include both local (e.g. Organisational changes/governance and System establishment/Strategy) and national (e.g. Medical Examiners Function, Covid response regulation such as temporary MCCD completion)
6	Dec 2022	Further reviewed, update Medical Director. Full review further postponed until September 2023 due the impending introduction of the Medical Examiner Service within Non-Acute services including Community Hospitals.
7.	Sept 2024	Reviewed, amends to author and Lead Director. Addition of Medical

		Examiner, and Patient Safety Incident Framework (PSIRF) links and process

Contents

Learning from Deaths Policy

1 Introduction

1.1 National Guidance on Learning from Deaths

In line with the Care Quality Commission's (CQC) recommendations in its "Learning, Candour and Accountability" (Dec 2016) review of how the NHS investigates patient deaths, the National Quality Board (NQB) published the national framework for NHS Trusts - 'National Guidance on Learning from Deaths' (March 2017).

The purpose of the framework is to introduce a more standardised approach to the way NHS Trusts report, investigate and learn from patient deaths

The NQB guidance covers how Trusts should respond to deaths in their care. The Trust collects data on all known deaths and this Policy sets out the process to determine the scope of the deaths which require further investigation or a learning response in accordance with the Patient Safety Incident Framework (PSIRF) Policy.

The focus is on improving governance processes around patient deaths and ensuring the families/carers of patients who have died in care are given the opportunity to be involved at every stage of any investigation and/or review.

1.2 Learning from Lives and Deaths – People with a Learning Disability and Autistic People (LeDeR)

LeDeR (formally the Learning from Deaths Programme) is a service improvement programme that aims to guide improvements in the quality of health and social care service delivery for people with learning disabilities and people with autism. It was established in response to one of the key recommendations of the Confidential Inquiry into premature deaths of people with learning disabilities (CIPOLD). LeDeR enables local areas to meet their requirements as laid out in the NHS Operational Planning guidance includes the following "must do" for NHS England:

> *"Reduce premature mortality by improving access to health services, education and training of staff, and by making necessary reasonable adjustments for people with a learning disability and/or autism"*

A key part of LeDeR is to facilitate local reviews of deaths of people with learning disabilities (aged 4 to 74 inclusive) and people with autism registered with a GP in England at the time of their death. All deaths will be reviewed, irrespective of the cause or place of death.

2 Purpose

This policy sets out how the Trust responds to and learns from patient deaths and has been developed to ensure that the Trust pays due attention to mortality of patients in our care and ensures that any lessons learned from care delivery and avoidability are clear and cascaded. The policy also aims to:

- Ensure that patients' wishes are identified and met.
- Improve the experience of patients' families and carers through improved opportunities for involvement in investigations and reviews.

- Promote organisational learning and improvement.

3 Definitions

3.1 Certification of Death

Certification of death is the process of completing the 'Medical Certificate of the Cause of Death' (MCCD). With effect from April 2024, before a death can be registered, all non-Coronial deaths must be referred to the Medical Examiner (ME) Service for scrutiny. The Medical Examiner office for the Community Hospitals in Shropshire is hosted by Shrewsbury and Telford Hospital (SaTH) within the Shropshire, Telford and Wrekin Integrated Care System (STWICS). The role of the ME and Medical Examiner Officers is to provide an independent review of causes of death. The ME will work with the treating GP to ensure that the information given on the MCCD is correct. They also offer families and carers the opportunity to ask questions or raise concerns about the cause of death or about the care they received before their death. The ME will also make it easier for the bereaved to understand the Medical Certificate which explains the cause of death and this will usually be completed over the telephone.

The treating GP has a responsibility to complete the referral to the ME on the next working day in order to prevent any delay in the release of the MCCD. Only the treating GP can complete the "Suggested Cause of Death" section of the Referral form. From April 2024, the once statutory rule of the treating clinician having seen the deceased within the preceding 28 days will be removed, and there is no timeframe set. Therefore, if a clinician saw the patient 12 months ago, and they can be assured (on the balance of probability) what their cause of death is, they can write an MCCD and refer the death to the ME service for review. If they saw the patient but do not know why they died, and cannot offer a cause of death at all, they will refer the death to the coroner, for them to make appropriate enquiries regarding establishing a cause of death.

3.2 Case Record Review

The application of a case record/note review is to determine whether there were any problems in the care provided to the patient who died in order to learn from what happened (National Guidance on Learning from Deaths – March 2017).

3.3 Investigation

The act or process of investigating, in a systematic analytic way of what, how and why it happened. This draws on evidence, including physical evidence, witness accounts, policies, procedures, guidance, good practice and observation - in order to identify the problems in care or service delivery that preceded an incident to understand how and why it occurred. The process aims to identify what may need to change in service provision in order to reduce the risk of future occurrence of similar events.

3.4 Death due to a problem in care

A death that has been clinically assessed using a recognised methodology of case record/note review and determined more likely than not to have resulted from problems in healthcare and therefore to have been potentially avoidable (National Guidance on Learning from Deaths – March 2017).

3.5 Expected Death

An expected death is the result of an acute or gradual deterioration in a patient's health status, usually due to an advanced progressive incurable disease. The death is anticipated, expected and predicted.

3.6 Unexpected Death

An unexpected death is a death that is not anticipated or related to a period of illness that has been identified as terminal. Where the death is completely unexpected, and the healthcare professional is present then there is a requirement to begin resuscitation. The national resuscitation council has issued clear guidance for the circumstances where a patient is discovered dead and there are signs of irreversible death (Royal College if Nursing, Hospice Care after Death Guidance, 2019).

It is recognised that some patients may die because of age or fragility consequences to suffering various co-morbidities'. Whilst their death might not have been imminently expected, it is nonetheless a natural consequence of their age and general condition.

3.7 Sudden or unexpected death within a terminal period

A patient with a terminal diagnosis can have a sudden death, e.g. an embolism. Death can be verified by a Registered Nurse in these circumstances provided the Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) form is completed and the circumstances are discussed with the doctor. The death can be verified even if the doctor has not seen the patient in the previous fourteen days (Hospice UK 2019)

3.8 Recommended Summary Plan for Emergency Care and Treatment (ReSPECT)

From the 31 October 2019 the ReSPECT form replaced the Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) form. The ReSPECT process creates a summary of personalised recommendations for a person's clinical care in a future emergency in which they do not have capacity to make or express choices. Such emergencies may include death or cardiac arrest but are not limited to those events. The process is intended to respect both patient preferences and clinical judgement. The agreed realistic clinical recommendations that are recorded include a recommendation on whether Cardiopulmonary Resuscitation (CPR) should be attempted if the person's heart and breathing stop[1].

4 Duties

4.1 Trust Board

The Trust Board is accountable for complying with the National Guidance on Learning from Deaths and the Patient Safety Incident Response Framework (PSIRF) and mortality governance is a key priority for the Trust Board. As stated in the National Guidance on Learning from Deaths, Executives and Non-Executive Directors should have the capability and capacity to understand the issues affecting mortality in their Trust and provide necessary challenge. They should work towards achieving the highest standards in mortality governance.

[1] Resuscitation Council: https://www.resus.org.uk/respect/health-and-care-professionals/

4.2 Directors

The Medical Director has overall Trust responsibility for ensuring that mortalities are monitored, reviewed and any actions required identified and acted upon. The Medical Director will act as Chair of the Learning from Deaths Group.

4.3 Non-Executive Director

A nominated Non-Executive Director is appointed to the Learning from Deaths Group in order to act as an independent member to oversee the Learning from Deaths process on behalf of the Trust Board.

4.4 Learning from Deaths Group

The aim of the group is to provide assurance to the Quality and Safety Committee that the Trust has robust internal quality assurance processes that ensure patient safety, clinical effectiveness and user experience and they form the core practice and principles of services by monitoring and reviewing mortality related issues. The group will undertake reviews of all deaths and report findings and recommendations to the Quality and Safety Committee.

The Trust Board will receive the findings and recommendations as part of the assurance around management of risk within the Trust. Additionally, findings will be disseminated to the Divisional Quality and Governance monthly meetings, Locality Clinical Managers, Ward Managers and Team Leaders for further dissemination to medical and healthcare staff within each Service and the Community Hospitals. The Senior Governance Manager and other Specialist Leads will provide any additional advice and guidance to support this process.

4.5 Locality Clinical Managers, Team Leaders and Ward Managers

As the local managers and leads, the Locality Clinical Managers (LCM) and the Ward Managers will instigate a Level 1[2] Review involving the relevant staff to ensure mortalities are being monitored and reviewed.

For Community Hospitals in particular, LCMs are responsible for carrying out Learning from Deaths Reviews and liaising with the relevant staff and Community Hospital Medical Advisors/Clinical Leads. Monthly reports will be submitted to the Senior Governance Manager for review. The LCMs will also be responsible for reporting to the appropriate groups and instigating any identified actions.

They are to ensure all staff are aware of the learning from deaths review process and are involved in the learning from deaths local review process when it relates to a patient that has been in their care.

4.6 Senior Governance Manager

The Senior Governance Manager will act as the Learning from Deaths Group co-ordinator and advisor to support and monitor the reporting process. They will liaise with the Medical Director and relevant clinical managers / staff to escalate any matters as appropriate. They will also ensure that monthly reports are disseminated as required and provide the monthly expected and unexpected death data for inclusion in the Trust's Performance Management system.

They will receive local learning from deaths reports from the Locality Clinical Managers/Team Leads to ensure mortalities are reviewed following the learning from deaths review process. Any actions required will be shared with all Community Hospitals as part of the monthly Learning from Deaths reporting and

[2] Level 1 Review -See Para 12.1 for further context and information and Appendix 2

any issues escalated as required to the Learning from Deaths Group and/or the Quality and Safety Committee.

4.7 Medical and Healthcare Staff

All medical and healthcare staff within Services and Community Hospitals are to be aware of the requirements of the learning from deaths review process and those required under LeDeR. They should feedback any relevant observations or concerns to the relevant Team Leaders. They are also responsible for being involved in the Local Learning from Deaths review panels to ensure that relevant medical and clinical aspects are highlighted and acted upon.

5 Criteria for Investigating/Reviewing Patient Deaths

As a Trust, we will carry out a review or investigation of the death of any patient under our direct care. We are also willing to be involved in the investigation of any patient death where that patient has been cared for by our staff but where that patient's direct care is the responsibility of another organisation. The Learning from Deaths Level 1 Review form (Appendix 2) is used for initial review of all deaths.

It is acknowledged that, for patients not under our direct care, we will have to rely on those other organisations to notify us of a patient's death as there is currently no national system in place that will notify us directly.

Where a patient has died under our direct care but has been cared for by other organisations, we will ask them to be involved in any investigations and share any lessons learnt.

5.1 Patients who are Under our Direct Care

For the purpose of this policy, the following groups of patients are considered to be under our direct care:

- Patients who are being cared as inpatients in one of our Community Hospitals, Rehabilitation and Recovery Units or under Direct Care of our Virtual Wards.
- Patients who are in custody in HMP/YOI Stoke Heath where healthcare is provided by the Trust.

5.2 Patients who are Under the Direct Care of another organisation

In many circumstances more than one organisation is involved in the care of any patient who dies, with the most common combinations being primary care and acute care, ambulance services and acute care, or mental health services combined with any of these.

The following groups of patients are ones where we are delivering care but they are under the direct care of another organisation. In these cases, we will rely on being informed by the appropriate organisation until a national notification process is in place.

- Patients within the community who have received care from staff employed by the Trust i.e. those under the care of the General Practice (GP)
- Patients who were transferred as an inpatient from our Community Hospitals into the Acute Hospital e.g. Shrewsbury and Telford Hospital

(SATH) but had died within 48 hours of transfer. An investigation such as this is referred to as a Superspell[3] Investigation.

- In-patients who have died within 30 days of leaving a Community Hospital.

5.3 Criteria for a case record review

If a patient dies whilst under our direct care (as defined above), a case record review should always be undertaken by the Trust if any of the following criteria apply:

- The death was unexpected.
- The bereaved family have expressed a concern about the care their relative received from the Trust.
- Staff employed by the Trust have expressed a concern about the quality of care received by the deceased.
- The death occurred whilst the patient was under the care of a service where concerns have previously been raised (e.g. through audit or CQC inspection).
- The deceased patient had a learning disability.
- The deceased patient was a child.
- The deceased patient was in custody.

5.4 Criteria for an Investigation

If a death is reported as an Unexpected Death it will be referred to the Medical Director to consider the circumstances and whether a Patient Safety Incident Panel needs to be convened to agree level of learning response required under PSIRF and the local Patient Safety Incident Response Plan (PSIRP).

Some deaths will be investigated by other agents, notably the coroner as the coroner has a duty to investigate any death where there are grounds to suspect that the death may have been avoidable. While care should be taken not to compromise such investigations, equally waiting until other investigations are completed may cause unacceptable delay. A good working relationship and close communication are needed to avoid problems.

If an investigation into a death is needed, early contact should have been made with bereaved families and carers so that their views help to inform the decision.

6 Bereaved Families and Carers

The key principles stated in the National Guidance for Learning from Deaths are to ensure staff engage in a meaningful and compassionate manner with bereaved families and carers in relation to all stages of responding to a death. Bereaved families and carers:

- should be treated as equal partners following a bereavement.
- must always receive a clear, honest, compassionate and sensitive response in a sympathetic environment.

[3] An admission to a hospital is referred to as a “spell” or episode of care. Spells ending in transfer to another NHS hospital are linked together (“superspell”) allowing for a difference between discharge from the first Trust and admission to the next Trust of up to two days.

- should receive a high standard of bereavement care which respects confidentiality, values, culture and beliefs, including being offered appropriate support. This includes providing, offering or directing people to specialist suicide bereavement support.
- should be informed of their right to raise concerns about the quality of care provided to their loved one.
- views should help to inform decisions about whether a review or investigation is needed.
- should receive timely, responsive contact and support in all aspects of an investigation process, with a single point of contact and liaison.
- should be partners in an investigation to the extent, and at whichever stages, that they wish to be involved, as they offer a unique and equally valid source of information and evidence that can better inform investigations.
- who have experienced the investigation process should be supported to work in partnership with Trusts in delivering training for staff in supporting family and carer involvement where they want to.

7 Patients Deaths Under the Direct Care of another organisation

Where a patient dies while under the care of another organisation but where members of our staff have been involved in the care and treatment of that patient we would expect to be informed of the death and to be involved in any review or investigation as required. If members of our staff have concerns relating to the patient death then this should be reported using the Trust's Incident Reporting system and relevant investigations will be instigated.

If a member of staff discovers a patient who has died in the community, e.g. in the patient's home, then they should contact the Emergency Services to ensure the appropriate actions are taken and authorities informed. They should also raise an incident report on the Trust's incident reporting system to detail the actions they have taken and record as an "Informal Death" on the RiO Electronic Patient Record System. This will ensure other teams and services in the Trust are aware of the patient's death until the formal death notification is updated from the Patient Demographic Services.

8 Child Death Overview Panel (CDOP)

The CDOP Process covers all child deaths from birth up to their 18th birthday (excluding still births and planned terminations). The CDOP considers the death of each child and is required to complete a national proforma regarding its findings for each child. The proforma includes factors relating to the child and family, and service provision; categorisation of the cause of death; a judgment regarding whether there were modifiable factors; learning points and recommendations; immediate follow up actions for the family and whether the case should be referred to the Local Safeguarding Children Board Chair (LSCB) for consideration of a Serious Case Review.

9 People with Learning Disabilities and Autistic People

The death of any person with a learning disability and people with autism, must be reported and investigated as part of the LeDeR service improvement programme which facilitates the local reviews of deaths of people with learning

disabilities aged 4 to 74 (inclusive) and people with autism registered with a GP in England at the time of their death. All deaths will be reviewed, irrespective of the cause or place of death. Link: https://leder.nhs.uk/

The child death review (CDR) process reviews the deaths of all children who are aged 4-17. This will be the primary review process for children with learning disabilities and autistic children; the results are then shared with the LeDeR Programme.

10 Patient Deaths within Community Hospitals

Community Hospitals do not collect Summary Hospital-Level Mortality Indicator (SHMI) or Hospital Standardised Mortality Ratio (HSMR) data as acute trusts are required to do. Therefore following best practice in line with organisations that do have these measures, the Trust has implemented a process by which mortality within community hospitals in Shropshire Community Health NHS Trust (SCHT) is managed and reviewed in a systematic way.

All deaths of inpatients within Community Hospitals will be reviewed as part of the Learning from Deaths Review Process and are detailed in more detail later in the "Process following the death of a Patient in a Community Hospital" sections. In summary a Learning from Deaths Level 1 Review will be carried out on all inpatient deaths. If the death is reported as an Unexpected Death then a Learning from Deaths Investigation report will be completed. A case record review will be carried out for Learning from Deaths Investigations (See Appendix 2 Learning from Deaths Guidance for more details and flowchart of the process).

11 Deaths in Custody

"Deaths in Custody" from HMP Stoke Heath and are linked into the standard Death in Custody process and as such will be investigated as part of that process and the Learning from Deaths Group will be kept informed of any aspects they need to be made aware of and will receive any investigation reports (see Appendix 1 for HM Prison Death in Custody Reporting Process flowchart).

12 Process following the death of an Inpatient in a Community Hospital

12.1 Learning from Deaths Local Review

Initially the Learning from Deaths Level 1 Review should be carried out by the team that cared for the patient. This should be carried out within seven working days of the patient death using the Learning from Deaths Level 1 Review report (Appendix 3). The key purpose of this review is to ensure all appropriate care was delivered in a timely manner. The Community Hospital Patient's Records (including the Medical Record, Patient Assessment and Plan of Care and Acute Hospital record where appropriate) should be reviewed as part of this process. With implementation of the Electronic Patient Record system, RiO, that system will also be referred to as part of the review.

A notification e-mail will be generated following the coding of a death on the clinical systems and the relevant Locality Clinical Manager (LCM), Ward Manager and the Senior Governance Manager will be notified by e-mail. The Learning from Deaths Level 1 review process will then be initiated by the LCM. The review should be led by the Ward Manager / Team Leader and include the medical and healthcare staff involved in the patient's care. It is seen as good practice to initiate

a Local Review Panel of those concerned in order to fully discuss, understand and identify any learning from the death. These reviews should be reported to the LCM so that any further investigations or actions can be taken locally, with a brief summary of:

- Good practice identified.
- Any gaps in care that may have been identified
- Any actions that have been identified with the name of a responsible person and time scales for completion of the required actions.

The LCM will use these Learning from Deaths Level 1 Review Report in order to complete their LCM Expected Death Monthly Summary (see Appendix 4). Any identified actions will be recorded in the Action Plan section of this monthly summary. The completed LCM Expected Death Monthly Summary will be reported to the Senior Governance Manager who will review and update the Master Learning from Deaths Database with the relevant information. They will also maintain a LCM Action Plan Tracker in order to monitor any actions identified and to note any trends.

12.2 Learning from Deaths Review Factors

The purpose of Learning from Deaths reviews are:

- To provide reassurance to families of the deceased, the care providers and Boards of NHS organisations that any particular death is not a cause for concern in terms of quality of care provided.
- To identify areas for improvement in health care in the care and treatment environment and inform the appropriate individual(s) who can deliver the necessary changes.

The Local Learning from Deaths review should consider the following factors, including, but not limited to;

Referral; initial assessment; diagnosis; ongoing assessments; day to day care; monitoring and response to e.g. early warning scores; escalation of care; quality of end of life care, including timely and appropriate completion of end of life care planning and ReSPECT forms and decisions, where appropriate; and care after death.

In reviewing these factors the following should be taken into consideration:

1. **Key domains of care:** Physical, Psychological, Social and Spiritual
2. **Key organisation governance requirements:** Clinical Decision Making; Management and Leadership; Learning and Teaching; and Governance and Risk

The information collected as part of the local LfD Level 1 Review should provide the Team Leads and LCMs with sufficient detail in order to identify any issues/concerns/trends that require further actions and to share learning and areas of good practice between staff in all Community Hospitals.

12.3 Support to staff

The Local Learning from Deaths Review should also give staff the opportunity to discuss any aspects of the patient death and seek any personal support from their line managers and/or Occupational Health.

The Stress and Staff Support at Work Policy gives more in-depth details and guidance on the recommended support process including: Immediate debriefing; Factors to consider when giving support; Group debriefings; Ongoing support and Support available.

If it is felt appropriate, the Network of Staff Supporters (NOSS) provides confidential counselling for staff and this can be accessed through a self-referral basis.

Contact details for NOSS are: Tel: 01978 780479, e-mail reception@noss.uk.com. For further information on NOSS: www.noss.uk.com

12.4 Learning from Deaths Local Review Recommendations and Findings

Recommendations, findings and actions identified from the Local Learning from Deaths reviews will be highlighted at the relevant Quality and Governance Divisional Meeting and Quality and Safety Committee and should be disseminated to appropriate staff by individual / team briefings or staff awareness events such as Ward and GP meetings. A consolidated Learning from Deaths Report will be submitted to the Learning from Deaths Group each month. Any issues identified for escalation should be reported to this group by exception.

13 Unexpected Death

13.1 Learning from Deaths Review

If the death is an unexpected death this should be reported on the Trust's incident reporting system and the Senior Governance Manager shall refer to the Medical Director to decide if review at the Trust's weekly Patient Safety Incident Panel is appropriate.

Discussion at Patient Safety Incident Panel will consider the Community Hospital Patient's Records (including the Medical Record, Patient Assessment and Plan of Care and Acute Hospital record where appropriate) including; Transfer of Care/ Admission, Medical Management, Care Plans, Observation Charts, Evaluation and Communication Sheets and a chronology of events. The patient's electronic record (RiO) should also be included in this review.

On reviewing unexpected deaths any contributory factors should also be identified, these could include:

- Patient Factors
- Staff Factors
- Task Factors
- Communication Factors
- Equipment Factors
- Work Environment
- Education and Training and
- Team Factors

The Global Trigger Tool (Acute Trigger Tool) should also be completed for each unexpected death (see Appendix 6).

13.2 Global Trigger Tool

The Global Trigger Tool is a case note review system which was designed for use within the Acute Hospital settings but can be adapted to the Community Hospital

environment. The tool helps to identify any “triggers” which may have resulted in harm to the patient. These harms are categorised as follows:

Category E: contributed to or resulted in temporary harm to the patient and required intervention.

Category F: contributed to or resulted in temporary harm to patients and required initial or prolonged hospitalisation.

Category G: contributed to or resulted in permanent patient harm.

Category H: required intervention to sustain life.

Category I: contributed to the patient’s death.

The tool is spilt into the following sections:

1. General care module
2. Surgical care module (not applicable to Community Hospitals)
3. Intensive care module (not applicable to Community Hospitals)
4. Medication module
5. Lab test module

The key aspects covered during this review process are:

- Coding summary
- Observations and fluid balance charts
- Blood / Laboratory reports
- X-ray reports
- Procedural notes
- Nursing notes
- Medical notes

Be cautious of “normalisation of the abnormal” i.e. a specialist saying that that harm would be expected if that procedure was undertaken.

14 Reporting

From April 2017, Trusts are required to collect and publish on a quarterly basis specified information on deaths. This should be through a paper and an agenda item to a public Trust Board meeting in each quarter to set out the Trust’s policy and approach and publication of the data and learning points. This data should include the total number of the Trust’s in-patient deaths and those deaths that the Trust has subjected to case record review. Of these deaths subjected to review, Trusts will need to provide estimates of how many deaths were judged more likely than not to have been due to problems in care.

14.1 Monthly Reporting

The Senior Governance Manager will co-ordinate the monthly reporting of Learning from Deaths and learning from deaths related information, distributing relevant reports to the Learning from Deaths Group members and relevant Quality and Governance Divisional Meeting. Expected and Unexpected Death related data will be uploaded onto the Trust’s Performance Management Reporting tool so it is included in monthly performance management reporting and available to those who need to refer to the mortality data (See Appendix 6: Learning from Deaths Reporting Flowchart).

14.2 Learning from Deaths Trends and Categories

The monthly reports will include additional mortality data/factors in order for trends to be identified, monitored and appropriate follow up actions taken as required. These factors include the deaths per community hospital; patient's age and gender; hospital admission source and preferred place of care. In addition the causes of death are reviewed and categorised as follows:

- Cardio Vascular
- Frailty – Old Age
- Respiratory
- Malignancy
- Infectious Diseases
- Gastro Intestinal
- Neurological
- Renal
- Other
- Awaiting Cause of Death Confirmation (*includes deaths referred to the Coroner)*

Learning from Deaths Dashboard

The Department of Health have produced a Learning from Deaths Dashboard as a tool to aid the systematic recording of deaths and learning from care provided by NHS Trusts. Trusts are encouraged to use this to record relevant incidents of mortality, number of deaths reviewed and cases from which lessons can be learnt to improve care. This dashboard records deaths under the following six categories:

- Score 1 – Definitely avoidable
- Score 2 – Strong evidence of avoidability
- Score 3 – Probably avoidable (more than 50 – 50)
- Score 4 – Probably avoidable but not very likely
- Score 5 – Slight evidence of avoidability
- Score 6 – Definitely not avoidable

This dashboard is included in the Learning from Deaths Reports produced for the Trust Board.

14.3 Learning from Deaths Report

The Senior Governance Manager will produce quarterly learning from deaths report to the Quality and Safety Committee.

14.4 Quality Accounts

The Quality Accounts regulations require that the data providers publish be summarised in Quality Accounts from June 2018, including evidence of learning and action as a result of this information and an assessment of the impact of actions that a provider has taken.

15 Training

Following the CQC Learning, Candour and Accountability report Health Education England (HEE) were tasked with engaging with relevant system partners, families and carers, and staff to understand broader training needs and develop approaches to ensure that staff have the capability and capacity to carry out good investigations of deaths, with the focus on these leading to improvements in care. The Trust will monitor the developments in this training in order to ensure that staff can access suitable training when it becomes available.

The Trust currently offers the following training:

- Patient Safety Systems Approach to Learning which is co-ordinated by the Clinical Governance Team
- Dealing with Important Conversations: training for Staff when talking to patients, carers and family members
- Key members of staff have undertaken the LeDeR training and they will be able to provide guidance based on the concepts covered during that training

16 Consultation

The following have been included in consultation for this policy, and the previous Community Hospital Learning from Deaths Review Process: the Medical Director, Associate Medical Director, Non-Executive Director, Director of Nursing and Clinical Delivery, Deputy Director Nursing, Quality & Infection Prevention and Control, Deputy Director of Governance and Patient Safety Specialist, Senior Governance Manager, Adult Services Divisional Manager, Community Hospital Locality Clinical Managers, Ward Managers, Clinical Lead for Community Hospitals,.

17 Dissemination and Implementation

This process will be disseminated to all medical and healthcare staff via the Trust staffzone page and by Locality Clinical Managers, Team Leaders and Ward Managers.

18 Monitoring and Compliance

The Learning from Deaths Group will monitor compliance with this policy by:

1. Reviewing any related reported incidents.
2. Feedback from staff involved in the process.

19 References

- National Guidance on Learning from Deaths (NQB March 2017)
- CQC Learning, Candour and Accountability Review
- Learning from lives and deaths – People with a learning disability and autistic people (LeDeR) Policy 2021
- Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry: executive summary HC 947, Session 2012-2013 (March 2013)

- Review into the quality of care and treatment provided by 14 hospital trusts in England: overview report (Professor Sir Bruce Keogh KBE, July 2013). The Keogh Review
- IHI Global Trigger Tool (UK Version) (UK version)
- Hospice UK: Care After Death: Registered Nurse Verification of Expected Adult Death guidance | Hospice UK
- Resuscitation Council: Recommended Summary Plan for Emergency Care and Treatment

20 National Leads

The list below provides the lead role with overall responsibility for the learning from deaths programme at relevant national organisations:

- NHS Improvement - Executive Medical Director
- Care Quality Commission - Chief Inspector of Hospitals
- Department of Health - Director of Acute Care and Workforce
- NHS England - National Medical Director

21 Associated Documents

Trust policies, procedures and other record keeping related documents:

- Consent to Examination and Treatment Policy
- Admissions and Transfer to Community Hospitals Policy
- End of Life Care guidance Policy
- Incident Reporting Policy
- Stress and Staff Support at Work Policy
- Patient Safety Incident Response Plan

These documents are available from the Policies section of the Trust's website: http://www.shropscommunityhealth.nhs.uk/

22 Glossary/Abbreviations

Term / Abbreviation	Definition / description
CHMA	Community Hospital Medical Advisor
CDOP	Child Death Overview Panel
CQC	Care Quality Commission
DNACPR	Do Not Attempt Cardio-pulmonary Resuscitation
EOL	End of Life

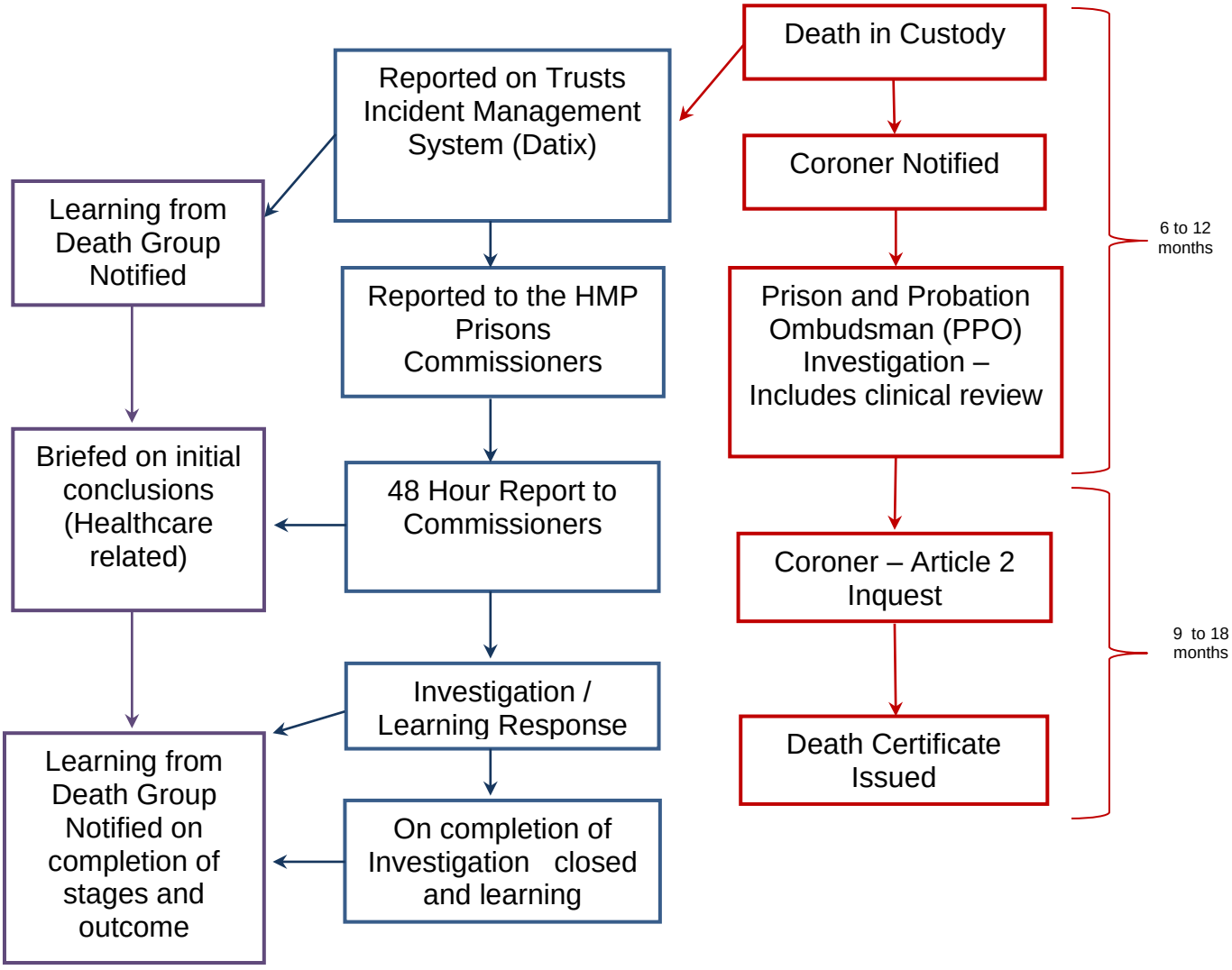
Term / Abbreviation	Definition / description
HSMR	Hospital Standardised Mortality Ratio
HMP/YOI	Her Majesty's Prison / Young Offenders Institute
LCM	Locality Clinical Manager
LeDeR	Service Improvement programme for people with a learning disability and autistic people
LfD	Learning from Deaths
MCCD	Medical Certificate of the Cause of Death
NOSS	Network of Staff Supporters
NQB	National Quality Board
PSIRF	Patient Safety Incident Response Framework
ReSPECT	Recommended Summary Plan for Emergency Care and Treatment
SBAR	Situation, Background, Assessment and Recommendations
SHMI	Summary Hospital-Level Mortality Indicator

Appendix 1: HM Prison Death in Custody Reporting Process

HM Prison Death in Custody Reporting Process

The flowcharts below show the link between the Learning from Deaths Group and the standard Death in Custody required reporting process.

Custody Death reported to the HMP Prisons Commissioners



Appendix 2: Learning from Deaths Level 1 Review Report

NHS
Shropshire Community Health
NHS Trust

First Name:
Last Name:
Date of Birth:
NHS Number:

Learning from Deaths
Level 1 Review Report

Patient Ref: i.e. Patient initials and last four of NHS Number		**Date of Review Report:**	
Gender:		**Datix Ref** (if applicable):	
Was this death an Unexpected Death? *(*If Yes please ensure a Datix is raised)*			Yes ☐* No ☐
Date and Time of Death:		**Patient's Age:**	
Cause of Death: (As listed on Death Certificate)			
Community Hospital (incl Ward) **/ Community Service** (Incl Team):			
The key purpose of this review is to ensure all appropriate care and treatment was delivered in an appropriate and timely manner and to identify any suggested areas for improvement.			
Background: *summary of key facts relating to patient's death*			
Admitted / Transferred / Referred from:			
Date of Admission / Start of Treatment:		**Length of Stay / Treatment:**	
Reason for Admission / Referral:			
Any Alerts recorded? (e.g. COVID 19 positive swab result)			Yes ☐* No ☐
**If Yes, please give relevant details:*			
Was the patient on an End of Life Care Plan?			Yes ☐ No ☐
If End of Life, was the patient's place of death their preferred one? **If No, please give relevant details below:*			Yes ☐ No ☐*
If relevant, has a ReSPECT form been completed for this patient?			Yes ☐* No ☐
**If Yes what was the date of this form?*			
Did the patient have any relevant Additional Needs? **If Yes, please consider and record all relevant additional identified needs, including any protected characteristics[1] factor(s), e.g. disability, religion or belief, in the review below*			Yes ☐* No ☐
Was the patient known to have a Mental Health condition or a Learning Disability? **If Yes, please consider and record all relevant Mental Health and/or Learning Disabilities factors in the review below*			Yes ☐* No ☐
Significant Medical History:			

Complete below with regard to patient, relatives, carers and staff:
What went well?
• <<Please list items in bullet points>>
What went less well?
• <<Please list items in bullet points>>
What could have gone better?
• <<Please list items in bullet points>>
Comments:
• <<Please list items in bullet points>>
Suggestions (these should be specific points relating to any concerns or issues)**:**
• <<Please list items in bullet points>>
Details of those involved in the Learning from Deaths Local Review

Name:	**Signature:**	**Designation:**

[1] *Protected Characteristics include age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity. For further guidance see Equality and Human Rights Commission website*

LCM Expected Deaths Monthly Summary

This form is to be completed by Locality Clinical Managers (LCM) following completion of the Learning from Deaths (LfD) Local Reviews undertaken following expected deaths. This monthly summary should include key aspects from the LfD Local Reviews undertaken in order to identify any trends and to highlight any concerns and to share areas of good practice between staff in all the Community Hospitals. This information is used for consolidated reporting to the Adult Service Delivery Group and the Learning from Deaths Group and onward reporting to the Quality & Safety Committee and the Trust Board.

Expected Death Details				
Community Hospital / Ward:				
Patient References: (Patient initials and last four of NHS Number):		**Date and Time of Death:**		**Date of LfD Local Review:**
Total Deaths:		**For period**	**From:**	**To:**
Background: summary of key facts relating to each patient's expected death incl. confirmation of Cause of Death, End of Life care plan in place, DNACPR/ReSPECT Form reviewed/in place, note of patient's preferred place of death and involvement of family/carers. Also confirmation if any patient was known to have a Mental Health condition or a Learning Disability. Include any other relevant facts to understand the individual patient requirements and any additional needs around their care and treatment.				
Care or Service Delivery Issues / Concerns identified: In particular please note any care or service delivery problems on the ward that may have affected the care of the patient, including: staffing or acuity and dependency aspects. Record "no issues or concerns" where applicable.				
Recommendations: include any lessons learnt and/or shared training. Please note any specific learning to be shared with other Community Hospitals				
Actions Taken / Planned: For any actions identified from the Recommendations section, complete *Appendix 1: Action Plan* (ensure to include who is involved and timescales for completion.) In no actions please state so below				

Author:	
Role / Designation:	
Report Date:	

LCM Expected Death - Action Plan:

Status Key: ■ **Red – overdue;** ■ **Amber – on track / in progress;** ■ **Green – action completed**

Community Hospital:		**Date:**

Action No	**Identified Issue / Area of Concern** (Care or Service Delivery Issues / Concerns identified)	**Action required** (Refer to Recommendations. Include what is required and who needs to be involved)	**By Who**	**By When**	**Progress** (include Monitoring and Evaluation Arrangements)	**Status RAG**
1.						
2.						
3.						
4.						
5.						

Appendix 4: Learning from Deaths Investigation/Review Report

Learning from Deaths Investigation/Review Report

During this review follow the **S**ituation, **B**ackground, **A**ssessment and **R**ecommendations tool principles

Situation		
Patient Ref: (Patient initials and last four of NHS Number)	Datix Ref No:	
Gender:	Was this an Unexpected Death? Yes ☐* No ☐ (*If yes please ensure a Datix is raised)	
Date of Birth:	Date and Time of Death:	Age:
Cause of Death: (to be completed when known)		
Community Hospital (incl. Ward) / Service (incl. team):		
Detection of incident:		
Involvement and support of patient relatives:		

Background	
Admitted / Transferred / Referred from:	
Date of Admission/Start of Treatment:	Length of Stay/Treatment:
Reason for Admission/Referral:	
Did the patient have any relevant Additional Needs? **If Yes, please consider and record all relevant additional identified needs, including any protected characteristics[1] factor(s), e.g. disability, religion or belief, in the review below*	Yes ☐* No ☐
Was the patient known to have a Mental Health condition or a Learning Disability? **If Yes, please consider and record all relevant Mental Health and/or Learning Disabilities factors in the review below*	Yes ☐* No ☐
Significant Medical History:	
Medication:	

Chronology (timeline) of events	
Date & Time	Event

Assessment
Review the patient's medical records including, Medical Assessments, Daily Charts, Rounding Tool, Evaluation and Communication Sheets and Care Plans to assess the care delivered. Ensure a Global Trigger Tool review has taken place and note any findings below.
Recommendations
Using the information above and any additional information found, what are the Care and Service Delivery problems associated with this incident?
What are the identified Contributory Factors? These could include: Patient Factors; Staff Factors; Team Factors; Communication Factors; Equipment Factors; Work Environment: Organisational; Education and Training:
Summary Findings (the contributory factors that had the greatest impact, and which addressed will minimise the likelihood of re-occurrence):
Safety Actions Identified
Conclusions / Recommendations:
Arrangements for Shared Learning:

Author:	
Role / Designation:	
Report Date:	

Learning from Deaths Investigation/Review Report Action Plan:

Status Key: Red – overdue; Amber – on track / in progress; Green – action completed

No	Identified Issue / Area of Concern	Action required (Refer to recommendations. Include what is required and who needs to be involved)	By Who	By When	Progress (include Monitoring and Evaluation Arrangements)	Status RAG
6.						
7.						
8.						
9.						

Appendix 5: Global Trigger Tool (adapted for SCHT)

Patient Ref: _____ **Length of Stay:** _____

(Patient Initials and last four of NHS Number)

		Number of Events	Event Description	Severity E – I (see Key overleaf)
General Care Module				
G1	Lack of early warning score or early warning score requiring response			
G2	Any patient fall			
G3	Decubiti			
G4	Readmission to hospital within 30 days			
G5	Shock or cardiac arrest			
G6	DVT/PE following admission evidenced by imaging +/or D dimmers			
G7	Complication of procedure or treatment			
G8	Transfer to higher level of care			
Medication Module				
M1	Vitamin K			
M2	Naloxone			
M3	Flumazenil			
M4	Glucagon or 50% glucose			
M5	Abrupt medication stop			
Lab Test Module **Haematology**				
L1	High INR (>5)			
L2	Transfusion			

L3	Abrupt drop in Hb or Hct (>25%)			
Biochemistry				
L4	Rising urea or creatinine (>2x baseline)			
L5	Electrolyte abnormalities Na+ <120 or >160			
L6	K+ <2.5 or >6.5			
L7	Hypoglycaemia (<3mmol/l)			
L8	Raised Troponin (>1.5 ng/ml)			
Microbiology				
L9	MRSA bacteraemia			
L10	C. difficile			
L11	VRE			
L12	Wound infection			
L13	Nosocomial pneumonia			
L14	Positive blood culture			

Total Events ☐ **Complete any additional comments overleaf**

Global Trigger Tool (adapted for SCHT Community Hospitals) continued:

The Global Trigger Tool helps to identify any "triggers" which may them have resulted in harm to the patient. These harms are categorised as follows:

Severity Category Key:

E: contributed to or resulted in temporary harm to the patient & required intervention

F: contributed to or resulted in temporary harm to patients& required initial or prolonged hospitalization

G: contributed to or resulted in permanent patient harm

H: required intervention to sustain life

I: contributed to the patient's death

The key aspects to be covered during this review process are:

- Coding summary
- Observations and nutrition / hydration charts
- Blood / Laboratory reports
- X-ray reports
- Procedural notes
- Nursing notes
- Medical notes

Additional comments / notes:

Completed By:

Name:	**Designation:**
Signature:	**Date:**