

**Patient Safety Investigation:  
Learning form COVID-19 transmission at the Royal Devon and Exeter NHS Foundation Trust.  
ACTION PLAN**

<b>Person responsible for monitoring the Action Plan:</b>	Tracey Reeves, Director of Nursing, Chair of the Infection Control and Decontamination Assurance Group
<b>Date action plan created:</b>	Approved at IRG 26/01.2022

<b>Item</b>	<b>Care/Service Delivery Concerns/Recommendations</b>	<b>Action Required (SMART Objectives to be used)</b>	<b>Lead Responsible for completing action</b>	<b>Date to be completed</b>	<b>Update on action/comments &lt;insert date&gt;</b>
<b>1</b>	<p><b>Bed Moves</b> The Trust has more work to do to ensure patients receive care on the ward that best meets their individual needs first time.</p> <p>Where moves are unavoidable, they should be clinically justified and managed in accordance with prevailing policy and guidance to prevent multiple and unnecessary ward moves</p>	<p>Introduction of Patient Moves Standard Operating Procedure</p> <p>Compliance with testing regime prior to proposed move</p>	Mel Burden, Consultant Nurse/Director Infection Prevention and Control	August 2021	<b>Completed:</b> Updated Patient Placement and Movement Policy (Infection Prevention and Control)
		<p>To develop a reporting and auditing mechanism that evidences the appropriate application of bed moves and identifies areas for further mitigation.</p>	Mel Burden, Consultant Nurse/Director Infection Prevention and Control	August 2021	<b>Completed:</b> This forms part of ongoing work with the Post infection Reviews and outbreak meetings.
<b>2</b>	<p><b>Communication (with families)</b> Communication must be further strengthened between patients,</p>	<p>The Patient Advice and Liaison service (PALS implemented the role of family liaison which improved communication with</p>	Robert Mann Assistant Director for Quality and Safety	April 2021	<b>Completed:</b> Ward accreditation processes will continue to identify areas for improvement, and will continue to be

	their loved ones and those delivering care.	families during patient episodes with restricted visiting.			monitored through the Patient Experience Operational Group
<b>3</b>	<p><b>Infection Prevention and Control</b></p> <p>The management of Infection Prevention and Control must continue to be everybody's business with PPE, distancing and other safety requirements still necessary to prevent the spread of the virus, managed through compliance with policies/guidance, regular training, regular audits and feedback and escalation of issues through incident reporting</p>	<p>Guidance and protocols to be regularly reviewed and updated in line with national standards.</p> <p>Updated guidance/protocols to communicated with all staff and incorporated in to training and education programmes.</p>	Mel Burden, Consultant Nurse/Director Infection Prevention and Control	August 2021	<p><b>Completed:</b> Guidance and protocols will continue to updated to reflect new evidence and best practice. These will continue to be monitored through</p> <p>the IPC Board Assurance Framework</p> <p>Mandatory Training compliance</p> <p>Hand hygiene and other IPC team led audits</p> <p>Attendance of link practitioners at IPC team led Q&amp;A sessions</p>
<b>5</b>	<p><b>Utilisation of Lived Experiences</b></p> <p>The involvement of patients, their families and staff are vital to ensuring their insights are used to identify areas of care or service delivery for improvement.</p>	<p>A Trustwide review of complaints/commendations to be undertaken to identify any emergent trends or themes that will support targeted ongoing quality improvement</p> <p>Outcome to be reviewed and actioned buy the Patient Experience Operational Group.</p>	Nic Mathieu Clinical Matron for Safety and patient Experience	April 2022	
<b>6</b>	<p><b>Bed Activity Area</b> (<i>the area around the bedside which allows a range of activities that</i></p>	To undertake an assessment of risks associated with the bed activity area and develop an action	Tracey Reeves, Director of Nursing, Chair of the Infection Control	April 2022	

	<p><i>support the treatment of the patient)</i> Additional work may be required to understand the impact of the bed activity areas in multiple occupancy bays, but this work will need to consider the implications any action may have on the restoration of elective work.</p>	<p>plan to support effective risk management.</p> <p>Action plan to be monitored and managed through the Infection Control and Decontamination Assurance Group</p>	<p>and Decontamination Assurance Group</p>		
8	<p><b>Duty of Candour</b> The outcome of the investigation to be shared with the patients and/or their families</p>	<p>Completed investigation report and actions taken to be uploaded to the public facing web page.</p> <p>A completed report to be sent as outlined in the Duty of Candour letter to bereaved families.</p>	<p>Gaynor Hitchcock Divisional Governance Manager</p> <p>AJ Walker Divisional Governance Manager</p>	25/02/2022	