



A Pathway to Support

Supporting families, carers
and loved ones following a
Patient Safety Incident



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Introduction

This booklet has been written for families, carers and loved ones when someone close to them has been involved in a patient safety incident resulting in significant harm or death.

For most people who access our services, things go well and they receive the best care we can offer, however, sometimes unexpected events happen.

When this happens, we understand that this can be a very difficult and distressing time for you. We hope that this booklet will help you to understand what you can expect from Humber Teaching NHS Foundation Trust.

This booklet aims to explain what happens next, including information and services that are available for additional support.





What is a Patient Safety Incident?

Patient safety incidents are any unintended or unexpected incident which could have, or did, lead to harm for one or more patients receiving healthcare.

This encompasses a vast variety of different incidents. To make this easier to understand, we have broken down the incidents into two categories which will be explained on page 5.

Understanding what has happened

When a patient safety incident has occurred the Trust will undertake an investigation to review the care that was given to ensure that the care met the standards the Trust expects. There are a number of different approaches that the Trust may use to review the care given. This is dependent on the type of patient safety incident that has occurred.

The level of investigation is categorised by the level of harm and category of the incident. Some may require a lengthy investigation, whilst other incidents will undergo review, but no further action may be necessary. Therefore, patient safety incidents are often categorised into the following:

Significant Event Analysis

A significant event is any event that is of concern to a patient or their family or a member of staff. This could be any issue, which may impact upon patient safety or affect the quality of care delivered to people who use services and which may have resulted in a level of harm for patients or staff. The focus is to review the care to understand what happened, why and what have we learnt.

Serious Incident Investigation

Serious incidents are declared when there has been an incident where the potential for learning that is so great, or the consequences to patients, families, carers and staff of the organisation are so significant that they warrant using additional resources to undertake a comprehensive investigation.

How will I be involved in the investigation process?

Depending on the circumstances; with consent from the family member, carer or loved one, you will be involved as follows:

If an investigation is held, you will be informed every step of the way, and it is our expectation that the process will be explained to you in full. However, if this is not the case, or if you do not feel confident with the information provided to you, we hope to make this clear within this section.

You will be asked about how and when you wish to be involved in the investigation process, as we understand that some parts of this experience might be difficult for you.

Investigations may be carried out by staff internally, or by an external investigator, depending on the circumstances. In some cases, an investigation may involve more care providers than only the Humber Teaching NHS Foundation Trust. For example, when your loved one received care from several organisations, you will be informed which organisation is acting as the lead investigator and who the investigators are, including their names and profession.

Throughout an investigation, you will be invited to contribute. We will share our findings verbally with you. Once the investigation report has been signed off by one of the Trust's executive team, the investigator will make contact with you to discuss the findings of the investigation and share the report.

You may find it helpful to get independent advice about taking part in investigations and other options that are open to you. You are also welcome to bring a friend, relative or advocate with you to any meetings. Some people will also benefit from having an independent advocate with them.

Please see details of more independent organisations that will be able to help you with this, further on in this booklet.

How can I provide feedback, raise concerns or make a complaint?

Providing feedback on your experience of our services

Receiving feedback from families helps us to understand the things we are doing right and need to continue, and the things we need to improve upon.

The Trust holds regular Patient and Carer Experience forums where we give the opportunity for our patients, service users and carers to share their lived experiences.

Please telephone 01482 389167 or refer to our website for more information: humber.nhs.uk/patient-and-carer-experience.htm

Raising concerns: It is also very important to us that you feel able to ask any questions or raise any concerns regarding the care your loved one received. If you would like to speak to someone who was not directly involved in your loved one's care, our Patient Advice Liaison Service (PALS) team will be able to help.

Email; HNF-TR.pals@nhs.net

Telephone; 01482 303930

Making a complaint: We hope that we will be able to respond to any questions or concerns that you have. Additionally you can raise concerns as a complaint, at any point. If you do this we will ensure that we respond, in an accessible format, followed by a response in writing where appropriate to your needs, to the issues you have raised.

Email - HNF-TR.complaints@nhs.net

Telephone; 01482 303930

Where can I go for independent advice?

If you raise any concerns regarding the treatment we provided, we will ensure that the appropriate information and support is given to you in a timely manner. We will also do our best to answer any questions you may have.

However, we acknowledge that for many, it is preferred to have independent advice. We have included useful support organisations in this booklet for you to consider, which can help ensure that medical or legal terms are explained to you in full.

What is the role of an advocate?

An advocate is a family member, friend, trusted co-worker, or a hired professional who can ask questions, write down information, and speak up for you.

Where can I find an advocate?

Some of the independent organisations may find you an advocate or direct you to specialist advocacy organisations that have more experience of working with certain situations; please find useful contact details in the following pages.



Where can I go for additional support?

There is a range of support available to you. The following pages will provide you with details of accessible services and literature.

Support for those affected by a significant event or serious incident

We understand that a serious incident may be causing you a great deal of confusion and distress. You are perfectly within your rights to seek additional or alternative help in these circumstances. We have provided a list of useful organisations and resources below, to help you get the right advice during this difficult time.

Useful support organisations (National)

Action Against Medical Accidents

A national charity which advises people affected by lapses in patient safety. Free advice on NHS investigations; complaints; inquests; health professional regulation and legal action regarding clinical negligence. Most advice is provided via its helpline or in writing, but individual 'advocacy' may also be arranged. It can also refer to other specialist sources of advice, support and advocacy or specialist solicitors where appropriate.

avma.org.uk
Tel: 0845 123 23 45.

MENCAP

UK charity for people with a learning disability, the organisation also supports families and carers.

mencap.org.uk

National Survivor User Network

Network of mental health service users and survivors to strengthen user voice and campaign for improvements.

nsun.org.uk

Patients Association

Provides advice, support and guidance to family members and a national helpline providing specialist advice. This does not include medical or legal advice. It can also help you make a complaint to the CQC.

patients-association.org.uk

Tel: 020 8423 8999

Healthwatch

Independent national champion for people who use health and social care services. We're here to find out what matters to people, and help make sure their views shape the support they need.

healthwatch.co.uk

Respond

Supports people with learning disabilities and their families and supporters to lessen the effect of trauma and abuse, through psychotherapy, advocacy and campaigning.

respond.org

Useful support organisations (Local)

Carers Information Support Service, Hull

Offers support for all informal carers and those caring for someone over the age of 18 who reside in the Hull area or are registered with a Hull GP. They also provide support and advice for parent carers of a child with additional needs.

chcpic.org.uk/chcp-services/carers
Tel: 01482 222220.

Carers Support Service, East Riding

Information on how carers can get help from the carers support service, which carers can access support, help finding a carer support groups, support in an emergency and how to take short breaks.

eastriding.gov.uk. Search 'Help and Support for Carers'
Tel: 01482 396500 or 0800 9176844.

Carers, North Yorkshire County Council

Information about support available to carers, the carer assessment and carers' forums.

northyorks.gov.uk Search 'carers'.

Connect to Support

Online information and advice library, community directory and marketplace.

East Riding:

eastriding.connecttosupport.org.

Hull:

connectwellhull.connecttosupport.org.

North Yorkshire Connect:

northyorkshireconnect.org.uk.

Family Information Support Hub (FISH)

Information and advice for families, parents, carers and childcare providers responsible for looking after children and young people.

eastriding.gov.uk. Search 'family information hub'

IAPT Psychological Therapies

Primary care service that offers talking therapies to people registered with an East Riding GP.

iaptportal.co.uk/erew.html
Tel: 01482 33545

Let's Talk

Primary care service that offers talking therapies to people registered with a Hull GP.

letstalkhull.co.uk
Tel: 01482 24711

MIND

Support and advice service for anyone with a mental health problem.

- Hull and East Riding
heyhound.org.uk
- Scarborough, Whitby and Ryedale
swrmind.org.uk
- York
yorkyorkmind.org.uk

Support for those bereaved by a patient safety incident

Unfortunately, sometimes the incidents that have affected you may have resulted in the loss of a loved one. We understand that this is an extremely difficult time, and hope to make the next steps and advice available to you, as clear as possible.

Coroners Inquests

Sudden and unexplained deaths (for example, when the cause of death is unknown, or when the death occurred in unnatural circumstances) are reported to the coroner, an independent judicial officer (usually a lawyer or a doctor) appointed by the local authority and approved by the Chief Coroner. The coroner may decide to investigate, in which case the death cannot be registered until this is completed.

When a death is investigated by a coroner, the coroner's officer will contact the next of kin, where possible, within one working day of the death being reported, to explain why the death has been reported and what is likely to follow.

The investigation may take time, for example in cases where there is to be an inquest. You could speak to the coroner's officer about how to make funeral arrangements and inform services about what has happened, as well as any other concerns and questions you may have.

When a death is referred to the coroner, this may involve a post-mortem examination. The coroner will then decide whether an inquest is required, to further establish the cause of death.

An inquest is a 'fact finding' process, which normally aims to determine the circumstances of someone's death.

If you wish to contact the appropriate coroner's office, please contact our legal services team on 01482 477815, who will point you in the right direction and be able to provide additional advice or support when you are involved in an inquest.

Useful support organisations (National)

A Child of Mine

Help for bereaved parents.

achildofmine.org.uk.

Advocacy after Fatal Domestic Abuse

Specialises in guiding families through inquiries including domestic homicide reviews and mental health reviews, and assists with and represent on inquests, Independent Office for Police Conduct (IPOCC) inquiries and other reviews.

www.aafda.org.uk

Tel: 07768 386 922.

Child Bereavement UK

Supports families and educates professionals when a baby or child of any age dies or is dying, or when a child or young person (up to age 25) is facing bereavement. This includes supporting adults to support a bereaved child or young person. All support is free, confidential, has no time limit, and includes face to face sessions and booked telephone support.

www.childbereavementuk.org

Tel: 0800 028 8840.

Child Death Helpline

Freephone helpline for anyone affected by a child's death, from pre-birth to the death of an adult child, however recently or long ago and whatever the circumstances of the death and uses a translation service to support those for whom English is not a first language. Volunteers who staff the helpline are all bereaved parents, although supported and trained by professionals.

www.childdeathhelpline.org.uk

Tel: 0800 282 986 or 0808 800 6017.

Child Suicide

For parents and families attempting to survive after the loss of a child.

www.childsuicide.org.

Compassionate Friends

The Compassionate Friends non-profit organisation exists to provide friendship, understanding, and hope to those going through the natural grieving process.

www.compassionatefriends.org.

Coroner's Court Support Services

Support and guidance for bereaved people attending inquests.

coronerscourtsupportservice.org.uk.

Search 'Information and Support'.

Cruse Bereavement

Support, advice and information for children, young people and adults when someone dies.

cruse.org.uk

National Helpline: 0808 808 1677.

Hundred Families

Offers support, information and practical advice for families bereaved by people with mental health problems, including information on health service investigations.

hundredfamilies.org.

INQUEST

Free and independent advice to bereaved families on investigations, inquests and other legal processes following a death in custody and detention. This includes deaths in mental health settings.

Website includes a link to 'The INQUEST Handbook: A Guide For Bereaved Families, Friends and Advisors'.

inquest.org.uk

Tel: 020 726 3111 (option 1).

Sands

Supports those affected by the death of a baby before, during and shortly after birth, providing a bereavement support helpline, a network of support groups, an online forum and message board.

sands.org.uk

Tel: 0808 164 3332.

Support After Suicide Partnership

Provides helpful resources for those bereaved by suicide. Useful links to local support groups and organisations.

suportaftersuicide.org.uk.

Survivors of Bereavement by suicide (SOBS)

Helps individuals over 18 bereaved by suicide to overcome the experience of isolation.

Tel: 0300 111 5065

sobs.support@hotmail.com.

Winston's Wish

Winston's Wish offers support and guidance to bereaved children and families. They have produced Beyond the Rough Rock, a booklet on supporting a young person or child bereaved through suicide, and can provide information on children seeing the body and attending funerals.

winstonswish.org.

Samaritans Helpline

A registered charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide.

Tel: 116 123.

Papyrus HOPEline UK

If you are having thoughts of suicide or are concerned for a young person who might be you can contact HOPELINEUK for confidential support and practical advice.

Tel: 0800 068 4141

Text: 07860039967

Email: pat@papyrus-uk.org



Useful support organisations (Local)

Hull & East Riding Mind

Information and advice for people who have experienced bereavement by suicide.

mind.org.uk
Tel: 01482 240200.

Humber Teaching NHS Foundation Trust bereavement booklet

Help and advice following bereavement.

humber.nhs.uk.
Search 'Patient and Carer Experience', 'Chaplaincy Service'.

Major Incident Response Team (MIRT), North Yorkshire

Support service for anyone bereaved by suicide.

Tel: 07974 745194
mirt@northyorks.gov.uk.

Together Bereavement by Suicide Service, Hull, East Riding, North Lincolnshire and North East Lincolnshire

Support service for anyone affected by suicide.

Tel: 01482 240200
info@heywind.org.uk

Suicide awareness training

A video which supports communities in reducing the stigma of suicide and will assist individuals in:

- Spotting the signs of suicide
- Speaking about suicide
- Signposting on to other services

www.talksuicide.co.uk





THANK YOU

We would like to thank everyone who has been involved in the production of this booklet.



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