

Annex A: REPORT ON TRUST PROGRESS IN RESPONSE TO KATE LAMPARD'S LESSONS LEARNT REPORT – May 15 update

NAME OF TRUST:		London Ambulance Service NHS Trust					
Recommendation	Issue identified	Planned Action	Progress to date	Due for completion	Lead executive		
I. All NHS hospital trusts should develop a policy for agreeing to and managing visits by celebrities, VIPs and other official visitors.	Guidance in place.	Process in place to be reviewed and a monitoring and reporting system implemented and aligned to the observer policy	Observer policy updated	30 June 2015	Charlotte Gawne		
II. All NHS trusts should review their voluntary services arrangements and ensure that: <ul style="list-style-type: none"> • They are fit for purpose; • Volunteers are properly recruited, selected and trained and are subject to appropriate management and supervision; and, • All voluntary services managers have development opportunities and are properly supported. 	Voluntary Ambulance staff SJA have a commercial contract, the BRC have a SLA which was from 2010, we have just drafted an updated one – that will be signed shortly. Confirmation of CFR and ER processes, training and checks.	Jon Goldie to ensure BRC SLA is signed.	The ERs have their DBS redone every time they requalify for FPOS-1, so every 3 years. CFRs - redone every time their ID card is renewed, so every 2 years. All CFRs and ERs are required to have a satisfactory DBS check before they are permitted to be operational.	31 st May 2015 Completed – ER and CFR	Jason Killens		

to be more robust on managing visitors including male only

<p>III. All NHS hospital staff and volunteers should be required to undergo formal refresher training in safeguarding at the appropriate level at least every three years.</p>	<p>Inability of Trust to accurately record training for clinical and non-clinical staff.</p>	<p>On corporate risk register, work going on for capturing non-clinical. Trust to consider how to record all training in one system.</p>	<p>E-learning package in place for non-front line staff</p>	<p>Underway</p>	<p>Zoe Packman</p>
<p>IV. All NHS Hospital trusts should undertake regular reviews of:</p> <ul style="list-style-type: none"> • Their safeguarding resources, structures and processes (including their training programmes); and, • The behaviours and responsiveness of management and staff in relation to safeguarding issues. • To ensure that their arrangements are robust and operate 	<p>E-learning packages need to be updated and managed but only 1wte assigned to e-learning. No one Director in Trust has responsibility for all training.</p>	<p>OD plans to provide additional support/strategy for e learning. Trust to consider one director having responsibility for all training.</p>	<p>In development To be considered under director portfolio review on appointment of new CEO</p>	<p>Completed 2015/16 – date to be confirmed</p>	<p>Karen Broughton CEO</p>
<p>IV. All NHS Hospital trusts should undertake regular reviews of:</p> <ul style="list-style-type: none"> • Their safeguarding resources, structures and processes (including their training programmes); and, • The behaviours and responsiveness of management and staff in relation to safeguarding issues. • To ensure that their arrangements are robust and operate 	<p>Insufficient resources, Safeguarding Team to meet requirements and growing workload. There is a need to improve processes of reporting allegations against staff.</p>	<p>Gating Template completed for additional funding/ resources for 2015/16. HR and senior operational management training. Update on process to be produced for senior</p>	<p>E-MT/SMT to consider additional resources 22nd April 2015 May 2015</p>	<p>June 2015 Completed Completed</p>	<p>Zoe Packman</p>

** ongoing discussions*

<p>Staff are aware of safeguarding issues however there is a tendency to incorporate welfare concerns within this.</p> <p>Bi annual internal audit</p>	<p>Trusts needs to introduce three yearly checks. Process & costs need to be identified and developed for undertaking and recording checks.</p>	<p>managers across Trust.</p> <p>Care Act implementation includes welfare concerns in first instance being raised by adults directly with local Authority. Staff being provided with social services contact numbers. Process being monitored and audited.</p>	<p>Staff leaflet produced and flowcharts. Article written for clinical update. Safeguarding training packages amended.</p> <p>Completed and bring monitored by the Safeguarding Committee</p>	<p>Karen Broughton</p>
<p>VI. All NHS hospital trusts should undertake DBS checks (including, where applicable, enhanced DBS and barring list checks) on their staff and volunteers every three years. The implementation of this recommendation should be supported by NHS Employers.</p>	<p>Trust Board/ EMT decision required on the approach.</p>	<p>Proposal considered by EMT. To be incorporated in the review of HR and to develop a plan to implement.</p>	<p>Completed</p> <p>Q3 2015/16</p>	<p>Karen Broughton</p>
<p>VII. All NHS hospital trusts should devise a robust trust-wide policy setting out how access by patients and visitors to the internet, to social networks and other social media activities such as blogs and Twitter is managed and where necessary restricted. Such policy should be widely publicised to staff, patients and visitors and should be regularly reviewed and updated as necessary.</p>	<p>Not applicable to Ambulance Trusts as patients and visitors do not have access via our computers. However the Trust employs contractors.</p>	<p>Log ins not given to visitors or patients. IT contractors and systems in place to manage access to systems.</p>	<p>30 June 2015</p>	<p>Sandra Adams</p>
<p>VIII. All NHS hospital trusts should ensure that arrangements and processes for the recruitment, checking, general employment and training of contract and agency staff are consistent with their own internal HR processes and standards and are subject to monitoring and oversight by their own HR managers.</p>	<p>Review of HR policies</p>	<p>Confirmation that processes are consistent.</p>	<p>Review of all contracted services and appropriate access and arrangements</p> <p>30 Sept 2015</p>	<p>Karen Broughton</p>

Recommendation pre-employment checks DBS - 3yr - how would you monitor this to be reviewed in brief