

Brook Meadows House care home action plan following NHS England investigation into the death of a resident.

RAG Status	Guidelines
Green	Schedule is on target.
Amber	There are likely to be minor delays in the schedule up to 30 days.
Red	There will be delays of greater than 30 days.

INITIAL GOAL	Write the goal you have in mind
	A/ Ensure timely communication and resolution when safeguard concerns are raised with Southend City Council. B/ Ensure a point of contact/support worker is known before agreeing to admit a resident with complex mental health issues who is being supported by the NHS. Ensure referring staff know the care home is not a specialist mental health facility and the support will be required from the professional agencies. Ensure regular MDT meetings are agreed with any relevant NHS professional/department prior to admission. Staff to ask where residents who have capacity to leave the home independently are going and record in care notes.
S SPECIFIC	What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal? A/ All safeguarding concerns raised must have updates and outcomes provided within 14 calendar days of the initial report. It is essential to ensure timely communication and resolution to safeguard individuals effectively. Failure to receive updates within this timeframe should be escalated to the appropriate safeguarding lead or manager for follow-up. Now implemented B/ Ensure information is shared in a timely manner between Brook Meadows House and the NHS. Ensure that all parties providing support are contacted. It is essential that all parties supporting residents with complex mental health issues communicate regularly and share information promptly to ensure that residents are supported consistently and effectively. Along with ensuring referrers know the limitations of support able to be delivered by the care home directly. Now in place
M MEASURABLE	How can you measure progress and know if you've successfully met your goal? A/ Southend City Council now has an online portal for raising all safeguarding concerns. When updates have been added to the portal, a notification is sent to the home manager via an email. B/ Ensure that further MDT meetings are arranged during each meeting. Actioned.
A ACHIEVABLE	Do you have the skills required to achieve the goal? If not, can you obtain them? What is the motivation for this goal? Is the amount of effort required on par with what the goal will achieve? A/ A clear pathway now exists between Brook Meadows House and Southend City Council for the submission, tracking, and review of safeguarding concerns. This ensures efficient communication, prompt action and ongoing oversight to protect those at risk. Support systems are in place to support staff following serious incidents. B/ Ensuring regular MDT meetings with all relevant parties. This ensures efficient communication, prompt action and ongoing oversight to protect those at risk. Now actioned.

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Why am I setting this goal now? Is it aligned with overall objectives?

RELEVANT

A/ It is best practice that Brook Meadows House is informed promptly whenever safeguarding concerns are updated and of any outcomes. This ensures transparency, effective communication and coordinated care.

B/ It is best practice that all services involved with the care of a resident are working together to achieve the best possible outcomes.

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What's the deadline and is it realistic?

TIME-BOUND

Now in place