

Report in reply to the RQIA letter dated 5th February 2019 in relation to the current position of your outpatient departments/services with regard to safeguarding.

Notes:

- South Eastern Health and Social Care Trust have 19 dedicated outpatient areas across the Trust sites and three dedicated children's centres.
- Each dedicated outpatient area has a core staffing compliment, with visiting clinicians attending for specific clinics.
- The children's centres do not have dedicated outpatient staff.
- Safeguarding training is delivered by the Childrens Services Social Work training team and CEC through an SLA.
- Both adult and children's safeguarding is provided to all staff at corporate induction.
- A Trust wide safeguarding training audit for children's was carried out in October 2018, which confirmed that 47% of Trust staff have received children's safeguarding training.
- An adult safeguarding training audit is currently being completed and the results will be available in summer 2019.
- Areas such as renal dialysis were excluded from the data as they are recorded as Outpatients with procedures, although poster packs were supplied to this area.
- Poster packs were supplied to every outpatient area identified and included:
 - Adult Safeguarding Poster (2)
 - Children's Safeguarding Poster (2)
 - Gateway Team contact information poster (2)
 - Gateway information leaflet (50)
 - FGM poster (2)
 - FGM information leaflet (50)
 - Contact Cards for patients (40)

Issues to be addressed:

	Issues to be addressed	Action taken	Final Response
A	Ensuring that staff working in outpatient settings have a good awareness and working knowledge of safeguarding matters and they clearly understand how to identify and escalate any potential concerns	Content of adult and children's safeguarding training checked to ensure compliance	The South Eastern Health and Social Care Trust can confirm that both the adult and children's safeguarding training, ensures that staff have a good awareness and working knowledge of safeguarding matters and they clearly understand how to identify and escalate any potential concerns.
B	Ensuring that information in relation to safeguarding is prominently displayed within your outpatient departments; posters, leaflets, booklets or other information materials must be easily seen and understood by staff and service users.	29 th April 2019 Audit results showed that posters and leaflets were displayed in seven of the nineteen areas for adult safeguarding and eleven out of nineteen areas for children's safeguarding. The required information was delivered to each area and is now prominently on display.	The South Eastern Health and Social Care Trust currently have nineteen outpatient departments across the estate. The Trust can confirm that both adult and children's safeguarding information is displayed across all outpatient departments.
C	Ensuring your safeguarding policies in relation to the care of both adults and children are up to date and under active review;	Content and date of the Trust's adult and children's safeguarding policies checked to ensure compliance	The South Eastern Health and Social Care Trust policies: <ul style="list-style-type: none"> • Operational guidance in relation to implementing the SBNI 'Child Safeguarding Learning and Development Strategy and Framework, was reviewed in January 2018, the review date for this policy is March 2020 and will be reviewed before if required. • The Adult Safeguarding and Adult Protection Policy was reviewed in June 2018, the review date for this policy is March 2020 and will be reviewed before if required.

<p>D</p>	<p>Reviewing your risk registers to ensure that any particular risks for your Trust in relation to safeguarding matters across outpatient services are accurately identified, clearly described and actively managed;</p>	<p>Trust risk registers audited and no risks directly relating to safeguarding identified.</p> <p>There are numerous risks identified in relation to staffing or the physical environment, which impact on all patients.</p>	<p>The South Eastern Health and Social Care Trust review risk registers regularly in all areas. These are reported on a quarterly basis and closed at the end of each financial year. The reopening of risks in April ensures that risk registers capture risks in relation to safeguarding matters across outpatient services.</p> <p>Currently there are no risks identified directly in relation to safeguarding matters across Out Patient services .</p>
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E	<p>Confirming that all relevant staff have received training on safeguarding, that the level of training is appropriate to the role and seniority of staff in each particular outpatient service or department;</p>	<p>A scoping exercise was undertaken in March 2019 to establish the level of appropriate safeguarding training within the core outpatient staff which showed that:</p> <p>63% (173 of 276) of all OPD staff have Adult Safeguarding training</p> <p>65% (178 of 276) of all OPD staff have Children's Safeguarding training</p> <p>86% (31 of 36) of OPD staff in dedicated children's clinics have Children's Safeguarding Training</p> <p>To improve these rates the following actions have been taken:</p> <ul style="list-style-type: none"> • The numbers of safeguarding sessions offered each month in each sector have been tripled. • Outpatient managers have been reminded that there is an eLearning module is available for Adult Safeguarding level 2. • Nine staff have been trained as Champions who are hospital based to deliver Adult Safeguarding level 2 and it has been agreed they will deliver 2 sessions per year going forward, which will increase the training capacity. 	<p>The South Eastern Health and Social Care Trust can confirm that across 19 outpatient departments by the end of May 2019 78% of staff will have received adult safeguarding training and 70% will have received children's safeguarding training relevant to their role.</p> <p>6 of the 19 areas are compliant in both adult and children's safeguarding training.</p> <p>An additional 3 of the 19 areas are compliant only in Adult safeguarding and do not run any paediatric services.</p> <p>Training compliance will be re-audited at the end of August 2019.</p>
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| | | <ul style="list-style-type: none">• Training is also available through the CEC, SLA. | |
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Follow up actions required by the Trust:

1. Policies and procedures to be reviewed as per Trust protocol.
2. Risk registers to be revised and updated with any risks specifically relating to safeguarding.
3. Outpatient managers are to ensure staff attend appropriate training.
4. This audit will be repeated at the end of August 2019.

Additional Information

Children's community clinics are delivered from the children's centres across the Trust.

These centres do not have core staffing for running an outpatient department.

A discussion took place in relation to whether these areas should be included and the other HSC trusts were contacted in relation to their position:

- BHSCT has a dedicated children's OPD in RBHSC and will be included, but community clinics will not be included.
- NHSCT will not be including community clinics.
- SHSCT will not be including community clinics.
- WHSCT will be including community clinics as these are run from the acute hospital setting in SWAH and Altnagelvin.