

No	Recommendation	Applicable to	Action and anticipated assurance	Responsible Person	Target date of completion	Completion date
1.	Norfolk and Suffolk NHS Foundation Trust (NSFT) Complaints –Notify MH Social Care Lead and Customer Rights Suffolk County Council (SCC) for complaints that involve SCC staff working into NSFT as integrated workers and/or where the complaint relates directly to an SCC delegated function under the Section 75 agreement	NSFT – Patient Safety and Complaints Team.	Built in trigger for appropriate complaints received to be sent to MH Social Care Lead and Customer Rights.	NSFT - Patient Safety and Complaints Team. SCC Customer Rights	Immediate	28/02/2014
2.	NSFT Complaints –Notify MH Social Care Lead and Customer Rights about any complaints that involve AMHP service.	NSFT – Patient Safety and Complaints Team.	Built in trigger for appropriate complaints received to be sent to MH Social Care Lead and Customer Rights	NSFT - Patient Safety and Complaints Team. SCC Customer Rights	Immediate	28/02/2014
3.	The SCC Adult Safeguarding Team will be available to provide advice and support in the management of safeguarding issues that relate to mental health service users placed out of county by SCC. This also applies to NSFT staff carrying out delegated	NSFT & SCC (Integrated workforce) / ACS Safeguarding Team.	ACS Safeguarding Team to agree trigger process for communication.	ACS Safeguarding Team	Immediately	28/02/2014

	functions.					
4.	NSFT – To share the learning and outcomes with NSFT & SCC staff from this complaint through relevant governance structures.	NSFT – Patient Safety and Complaints Team. SCC Customer Rights	Confirmation of learning shared through governance structures. NSFT Partnership Review Group and SCC Audit Committee	NSFT – Patient Safety and Complaints Lead SCC Customer Rights	Sect 75 Partnership Review Group 31/03/2014 SCC Audit Committee 18/03/2014	01/04/2014

In addition to the above plan, we also would like to note that the following procedures/processes have already been put in place since these events occurred.

Complaint Handling:

Since the then Suffolk Mental Health Partnership Trust (SMHPT) merger with Norfolk in 2012, a more robust complaint procedure has been put in place and a policy was introduced which follows NHS complaints guidance. The NSFT policy is currently being reviewed and will be subject to scrutiny from the Section 75 Partnership and Review Group.

The NSFT has also introduced a procedure for passing all new complaints through the designated Trust Safeguarding Team to ensure that they are also screened for any concerns relating to suspected, or actual, abuse.

The Partnership Review Group also meets quarterly and has directorate attendance from both partner organisations and will continue to receive, and review, Service Governance Reports relating to complaints and Serious Incidents in each quarter.

Learning from complaints are shared through individual organisations governance structures.

Management of safeguarding issues that relate to service users placed in out-of-county placements by SCC:

NSFT Mental Health Teams a now have designated adult safeguarding representatives in each of their teams. Their role involves having an enhanced level of knowledge about safeguarding and local procedures. The designated representatives have an important role in offering frontline staff additional support and guidance on the management of safeguarding matters. This system of support was not in place during the period of the complaint.