

Patient Safety - Learning from Incidents

John's Story

John attended the Mental Health Urgent Care Hub following attendance at Burton A&E where a recommendation was made for informal admission. John was conveyed to the mental health urgent care hub (MHUCH) for 'gatekeeping' assessment by the Crisis Resolution Home Treatment Team, to ensure that home treatment was not a viable option. John arrived at the Mental Health Urgent Care Hub at midnight and was reported to be calm and settled and engaging in conversation, John remained waiting overnight to be seen by the consultant from the Crisis Team., However, as the night progressed, he became increasingly irritable, and wanted to go home. At approximately 07.45am, John went with staff for a cigarette outside reception where he walked away despite staff attempts to encourage him back to MHUCH. Copies of the assessment completed by the Burton A&E had been sent with John but had not been reviewed by the team, this was reported to be due to him waiting to be seen by the Crisis Resolution Home Treatment Team.

What happened to John?

Later that day LPT were informed that John had been involved in a road traffic collision resulting in him being admitted to Critical Care Unit at Queens Medical Centre (QMC) in Nottingham. Fortunately, John survived his injuries and when he was stabilised physically, he was transferred to the Bradgate Mental Health Unit (BMHU) inpatient care to address his mental health and risks

Our Learning Focus

- Staff were not clear of the pathway with regards to patient referred for admission by organisations external to Leicestershire Partnership Trust (LPT)
- Patients assessed elsewhere should not be reassessed or asked to repeat their story, unless there is a clear clinical indication for this
- There wasn't comfortable provision for patients who may be required to spend extended time whilst awaiting to be seen by a doctor
- Assessment documentation was sent with John but was not reviewed by staff at the hub which contained pertinent information in relation to John's risk
- The staff were not robustly handing over the patients between shifts

Changes made following this incident

- Reviewed and confirmed the pathway for gatekeeping for patient referred for an informal admission outside of LPT
- Trusted assessor embedded across Urgent Care for Gatekeeping (Mental Health Liaison and Mental Health Urgent Care Hub, can now refer direct for admission)
- Provided recliner chairs in a side room for patients who may have extended times waiting to be seen
- Ensured robust handover protocols for all patients attending the mental health urgent care hub

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- Refurb is due to commence August 2023, to enhance the environment