

Countess of Chester Incident Coordination Call

Wednesday 4th June 2018

Attendees:

Margaret Kitching, NHSE (Chair)

Alison Kelly, CoCH

Avril Devaney, Cheshire & Wirral Partnership NHS Foundation Trust

Caroline Radford, NHSE

Christine Griffiths Evans, NHSE

Emma Taylor, Cheshire West and Chester Council

Ian Harvey, CoCH

Jill Copeland, NHSI

Jim Deakin, NSHE

Jo Richardson, NHSE

Jodie (comms), Cheshire & Wirral Partnership NHS Foundation Trust

Michael Gregory , Spec Comm

Mike Prentice, NHSE

Nick Smith, CQC

Nicola Pollard, NHSE

Paul Dickins, NHSE

Paula Webb, West Cheshire CCG

Robert Cornell, Spec Comm

Robin Scott, NHSI

Simon, NHSI

Steven Cross, CoCH

Tim (incident coordinator), Cheshire & Wirral Partnership NHS Foundation Trust

Tony Chambers, CoCH

Vince Connolly, NHSI

Purpose of the call

Margaret Kitching (MK) welcomed everyone to the call & thanks for joining at such short notice.

MK advised that the purpose of the call was to ensure that the appropriate governance processes were in place and to ensure the appropriate support was in place for the Trust.

MK would like a comms plan agreed and put into place.

MK to offer practical support from the wider system to the Trust if required.

MK advised the group that she has been working with the Trust very closely over the last 18 months and is the single point of contact, which Ian Harvey (IH) agreed has worked well.

MK notes there has been significant national media interest.

MK suggested using the Memorandum of Understanding (2007) as a consistent system wide incident coordination approach.

Update from the Trust

Ian Harvey (IH) advised the group that the Trust have been working closely with the Police regarding the statement that was released yesterday (03.07.18)

There are a number of press vehicles on site and the Trust security are managing this internally.

The Trust has support from police and all access points into the Trust are being monitored by Security.

A number of staff have been approached by the press.

IH keen to keep the single point of contact going forward.

IH reiterated that the unit and the hospital are safe.

Staff on the unit are being supported and have Occupational Health support if required.

The Nurses name has now been in the media.

Alison Kelly (AK) advised that she is closely monitoring staff sickness levels on the Unit and noted that surrounding Trusts have offered support if required.

CCG are reviewing potential risk to a disruption of services regarding consequential staff shortages at CoCH Robert Cornall, Michael Gregory and Paula Wedd will pick up with the Network lead regarding a contingency plan and liaise with AK.

AK advised that she has been liaising with the NMC regarding the Nurse.

AK/IH have briefed all staff on the unit and MK reiterated the importance of guidance for staff regarding use of social media.

Network reps have advised that they have received calls from worried parents that have been in the unit.

MK to speak to Network rep (Julie McCabe)

Comms Plan

Staff at CoCH have all received guidance regarding dealing with the current situation and how to deal with any press attention.

Staff have been dealing with queries from families that have used the service/unit.

The Trust has set up a dedicated helpline for concerned families.

NHSE have supported this helpline 07:30-21:00.

5/6 international media requests.

NHSE/I will continue to support CoCH as a priority for the next 2 weeks.

Caroline Radford confirmed a Comms Brief has been sent circulated widely and directs people to the police statement.

MK requested a daily Comms briefing update to the group , even if there is no new updates to note.

AK to speak to MK offline regarding support for the Nurses family.

Police have advised CoCH to have no further contact with families of the deceased.

MOU

The group agreed to the MOU approach, this will be shared with the group.

MK requested 1 lead from each organisation to sit on the Incident Coordination Panel.

MK noted that CoCH will have more than 1 lead.

MK requested that the police are present at the meeting.

The panel is to meet early next week at CoCH. Nicola Pollard (NP) to arrange

ACTION

1. MK to speak to AK/AD today regarding professional support
2. MK to speak to Julie McCabe
3. CR to continue to support CoCH comms team as a priority
4. NP to coordinate an urgent Incident Coordination Panel meeting for w/c 9th July at CoCH
5. Each organisation identified appropriate lead for the Incident Coordination Panel meeting:
 - a. Chair – Margaret Kitching
 - b. Regional Medical Director (NHSE/I) – Vince Connolly/Mike Prentice
 - c. Spec Comm – Michael Gregory
 - d. Cheshire West and Chester Council – Emma Taylor
 - e. West Cheshire CCG - Paula Webb
 - f. Cheshire & Wirral Partnership NHS Foundation Trust - Avril Devaney
 - g. Countess of Chester – Alison Kelly and Ian Harvey
 - h. NHSE/I Comms - Caroline Radford/Robin Scott
 - i. NHSI DID – Jill Copeland/Angela Kelly
 - j. NHSE DCO – Graham Urwin/Hazel Richards
6. NP to share MOU