

Patient safety incident response plan

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Introduction

This patient safety incident response plan sets out how Homewise intends to respond to patient safety incidents over a period of 12 to 18 months. The plan is not a permanent rule that cannot be changed. We will remain flexible and consider the specific circumstances in which patient safety and incidents occurred and the needs of those affected.

Our services

Homewise are commissioned by Lancashire and South Cumbria Integrated Care Board to provide a Memory Matters services that supports people living with memory loss. Clients are referred into the service from a range of different statutory and voluntary organisations.

Homewise also provides a range of other services that support older, disabled and vulnerable people to remain safe and secure in their own homes.

Homewise services

Homewise is a registered charity that has been offering Home Improvement Agency services in parts of East Lancashire for over 30 years.

We help older, disabled and vulnerable people to repair, improve and adapt their homes so that they can remain in relative comfort and security.

Our services include:

- Advice and Information
- Handyperson and Small Repairs Service
- Minor Aids and Adaptations
- Memory Matters Service

Advice and Information

Our advice service aims to give clients all the information, guidance and support they may need to make informed choices about living independently. We can also help to make sure people get the right support from other organisations and that they are accessing all the financial support you are entitled to.

Our friendly team of caseworkers can provide independent, timely and relevant advice and support to allow service users to remain safe and secure at home for as long as they wish to.

We can help with:

- Filling in forms
- Help to apply for grants and funding applications
- Signpost to other relevant services and organisations that can help you.

Handyperson and Small Repairs Service

Helping service users to stay on top of all those smaller jobs that larger contractors don't usually want to come out to. No job is too small – we can help with everything from changing a light bulb, repairing fixtures and fittings to and most joinery jobs.

Our trusted Handyperson and Repairs team are friendly, experienced, multi-skilled tradespersons who have all been DBS (Disclosure and Barring Service) checked and carry ID cards.

Memory Matters service

The Memory Matters service helps people with memory loss to remain in their own homes for longer. The service, working closely with carers and family members carries out a detailed assessment of the individual's needs. We will then recommend equipment that can support the individual - things like GPS trackers and pressure mats for the front and back doors. These things can alert carers if the person with memory loss is inclined to wander. Our case workers also look at other practical issues in the home, things like slip, trips and fall risks and recommend items to address these risks.

Our Memory Matters caseworkers, assist in accessing local authority grants to pay for the equipment they recommend, once approved we order the items identified, then deliver and fit once received.

We also help our Memory Matters clients to apply for Attendance Allowance and Blue Badges where appropriate and refer to other agencies for added support that may be needed.

Defining our patient safety incident profile

Homewise is committed to learning from patient safety incidents. Safety incidents would include data breaches, missed referrals or accidents in the homes of our clients.

Data sources:

To define our patient safety response profile, we have reviewed our incidents for the themes and trends. We will ensure that new systems around client satisfaction activity and complaints helps to inform our work at this level.

Defining our patient safety improvement profile

Homewise is committed to learning from patient safety incidents. At the point that an improvement has been identified, improvement plans will be produced to identify actions which would be shared with the whole staff team.

National priorities

Patient safety incident type	Required response	Anticipated improvement route
Incidents meeting the Never Events criteria	PSII	Would support larger organisation to develop local organisational actions
Death thought more likely than not due to problems in care (incident meeting the learning from deaths criteria for patient safety incident investigations (PSIIs))	PSII	Would support larger organisation to develop local organisational actions
Mental health-related homicides	Referred to the NHS England Regional Independent Investigation Team (RIIT) for consideration for an independent PSII Locally led PSII may be required	As decided by the RIIT
Maternity and neonatal incidents meeting Healthcare Safety Investigation Branch (HSIB) criteria or Special Healthcare Authority (SpHA) criteria when in place	Refer to HSIB or SpHA for independent PSII	Would support larger organisation to develop local organisational actions
Child deaths	Refer to Child Death Overview Panel review. PSII	As directed by the Child Death Overview Panel
Safeguarding incidents	Refer to local authority safeguarding lead.	identify greatest potential for learning. Create local safety actions.

Deaths of persons with learning disabilities	<p>Refer for Learning Disability Mortality Review (LeDeR)</p> <p>Locally led PSII (or other response) may be required alongside the LeDeR – organisations should liaise with this.</p>	LeDeR programme
Domestic homicide	<p>A domestic homicide is identified by the police usually in partnership with the community safety partnership (CSP) with whom the overall responsibility lies for establishing a review of the case where the CSP considers that the criteria for a domestic homicide review (DHR) are met, it uses local contacts and requests the establishment of a DHR panel.</p> <p>The Domestic Violence, Crime and Victims Act 2004 sets out the statutory obligations and requirements of organisations and commissioners of health services in relation to DHR.</p>	CSP

Our patient safety incident response plan: local focus

PSIRF allows organisations to explore patient safety incidents relevant to their context and the populations served. We have identified the patient safety priorities set out below:

Patient safety incident type or issue	Planned response What tool would you use?	Anticipated improvement route
Delay in service response	Action Review (AAR) A structured approach for reflecting on the work of a group and identifying what went well, strengths, weaknesses and areas for improvement. Usually takes the form of a facilitated discussion following an event or activity	Identify greatest potential for learning. Create local safety actions.
Documentation / IG breach	Action Review (AAR) Facilitated discussion following an event of activity.	Identify greatest potential for learning. Create local safety actions.
Safeguarding	Refer to Local Authority safeguarding lead.	Identify greatest potential for learning. Create local safety actions.

All incidents will be reported through LFPSE regardless of level of investigation required.

