

Martha SAR: Building on the findings to shape recommendations

Practitioners involved with Martha were invited to a reflective session with the independent reviewer to help shape the recommendations for the SAB. There was extensive discussion about the challenges, and opportunities, for the system. This has enabled the reviewer to shape the recommendations in more detail for the SAB.

Item	Review Finding	The SAB should consider:	Recommendation	Action needed	Lead agency
1	In relation to the Home receiving accurate information regarding Martha's rehabilitation and care, there were insufficient checks in place.	How can information sharing practice be improved regarding discharge?	<ul style="list-style-type: none"> UHS to review their discharge processes in relation to information sharing. 	<p>Action: UHS suggested</p> <ul style="list-style-type: none"> In light of the findings of this review. To provide assurance that discharge summaries contain information on how to seek further advice and support if required. To provide assurance on what processes are in place to allow UHS to formally review themes and trends from failed discharges, and how this information is linked in with the Trust's wider Governance and Assurance processes. 	UHS
2	There are assumptions made about the access that care homes have, in relation to equipment, training, and specialist services. This can lead to risks for individuals.	How do we ensure that care homes at place-base are aware of how to contact their local care home teams to receive advice and support as required (i.e. in regards to specialist referrals and equipment)?	The ICB need to consider current models in place that provide support to care homes.	<p>ACTION: ICB - suggested</p> <ul style="list-style-type: none"> The ICB needs to ensure that care homes within their place-base are aware of know how to access their relevant care home teams for advice and support. The ICB needs to explore the potential of bringing care 	ICB

				home teams together annually to share learning and best practice	
3	There was evidence of silo working between hospital, community services, and the Care Home with an absence of joint care planning, leading to gaps in Martha's care.	How can agencies ensure that key information from care planning is shared appropriately with other agencies?	Recommendation: Agencies need to review their processes for sharing key information around an individuals care.	Action: Suggested <ul style="list-style-type: none"> • Agencies to review their process when transferring patients care to another provider • Agencies to consider the robustness of processes currently in place 	
4	It was evident that the impact of families not being able to visit care homes and support their loved was a factor in Martha's deterioration. Albeit there were efforts to try to adopt virtual appointments fill the gap of face-to-face outpatients not being permitted.	How can the ICS/CCG and Local Authority facilitate a reflective review of how outpatients' clinics can be accessed virtually for care homes?	In light of the pandemic, all agencies to review their processes in place for allowing families to maintain contact with loved ones when unable to visit face to face.	Actions: <ul style="list-style-type: none"> • Agencies to review availability of technology to enable contact. • Agencies to explore how they communicate guidance of visiting restrictions to patients and families. 	

Agencies in attendance:

- CCG
- Southern Health
- University Hospital Southampton
- Solent

