

13 November 2023

Intellectual Disability Service Adverse Incidents

Please provide information about the following registered services;

**Shaftesbury Mews
River House
Loughshore
Apple Mews**

1— How many reported Adverse Incidents at each of the services in years 2020-2023

Shaftesbury Mews: 5
River House: 62
Loughshore: 170
Apple Mews: <5

Use of < 5 (less than five): We are unable to provide an exact figure - exempt from release under section 40(2) of the FOI Act - as this could make service users personally identifiable. Disclosure would constitute a breach of the principles of the General Data Protection Regulations 2018.

2— How many reported Serious Adverse Incidents at each of the services in years 2020-2023

River House: <5

3— How many Serious Adverse Incident reviews remain open

<5

4— How many Serious Adverse Incident reviews have taken longer than 12 months to review

<5

5— How many Serious Adverse Incident reviews have taken longer than 24 months to review

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<5

6– How does the Trust communicate with services users and relatives when an adverse incident is reported in accordance with the Trust reporting and managing adverse incidents policy

When an Adverse Incident Report is received from a Provider, Trust staff check the form to ensure communication with the relevant people, including the service user (if appropriate) and family. If this is not recorded Trust staff will contact the Provider to ensure that this is being completed. (There are some occasions when families ask not to be informed however this is subject to individual discussion.)

If the Adverse Incident indicates a Safeguarding concern, Safeguarding follow up initially with all relevant persons including service users (if appropriate) and family.

If the Adverse Incident indicates a quality or a care issue, the relevant Trust staff have a specific follow up with the service user and family and relevant others, in order to clarify detail, review the incident, discuss risk assessment, strategies and outcomes to address the original issue/s.

Service response can be determined by the severity of the Adverse Incident and potential impact of harm loss or injury across 5 domains. If for example, the Adverse Incident is a single medication error, and the family have been informed via Provider, and all appropriate follow up has taken place, then there may be no requirement for additional communication from the Trust staff with the service user and family.