Being open
A guide for patients and families

This factsheet is for patients who may have been involved in a safety incident that has caused them harm.

We are sorry that you may have been involved in an incident that caused you harm while in our care. Cumbria Partnership NHS Foundation Trust promotes a culture of openness and honesty. We are committed to investigating and learning from any incident that has affected one of our patients.

What is a Patient Safety Incident?
A patient safety incident is when an unintended or unexpected event happens during your treatment or care that may have resulted in some harm to you.

A brief description of what you have been told:

In order to be honest and open about the care you receive, we will discuss this incident with you (and any relatives or carers) and explain what we are going to do about it. This incident has been reported to senior medical and nursing staff.

What happens next?
Our immediate priority is to ensure you receive any urgent care you need following the incident and that you are safe. Once we are assured that your treatment or care is under way we will carry out an investigation.

This will involve:

- Asking you how much you, family, carers wish to be involved in the investigation.
- Reviewing your medical and nursing notes.
- Talking to staff who have been involved in your care.
- Identifying any cause of your incident.
- Sharing our findings with you.
- Sharing learning and improvements throughout all of the Trust.

The level of investigation undertaken will depend on the seriousness of the incident and may take up to 60 working days (12 weeks). We will keep you informed about the progress of our investigation.

When the investigation is complete we will contact you as agreed and arrange to share the outcomes of the investigation, including what learning and improvements have been identified.

If you do not wish us to contact you, or you would like us to contact a family member or carer on your behalf, please let us know.
During the investigation:
If you have any concerns in relation to the process, please do not hesitate to contact the person below:

Name …………………………………………………………………………………………………………………………………………………...

Job title ………………………………………………………………………………………………………………………………………………

Contact number ………………………………………………………………………………………………………………………………………

While it may be reassuring to know that there will be a thorough, open and detailed examination of the events leading up to the death of your relative/friend, at this point in time there may be more pressing concerns. Bereavement can, in itself, be quite overwhelming and you may feel shock, confusion and disbelief.

Even if you are feeling relatively calm and are not emotionally overwhelmed you may still welcome some help and advice as you begin to deal with the consequences of your loss. You may find talking things through with someone at this stage helpful or consoling.

If there is no one available when you phone please leave a message on the answer phone and your call will be returned as soon as possible.

Feedback
We appreciate and encourage feedback. If you need advice during this process and are unable to contact the person named above, please speak to another member of staff or contact the Patient Experience Team:

Email: PET@cumbria.nhs.uk
Freephone: 0800 633 5547
Text: 07827 312 699

Other services that may be able to help you

Patient Experience Team
The Trust’s Patient Information Team can provide advice, support and a listening ear to families. The team can also signpost to local support groups and services. PET@cumbria.nhs.uk Freephone: 0800 633 5547 Text: 07827 312 699

Help is at Hand
A resource for people bereaved by suicide and other sudden, traumatic death. Published by the Department of Health
www.nhs.uk/Livewell/Suicide/Documents/Help%20is%20at%20Hand.pdf

Sudden
For people bereaved by a sudden death
Website: www.suddendeath.org/
Survivors of Bereavement by Suicide (SOBS)
National helpline: 0300111 5065
Website:  www.uk-sobs.org.uk
www.sobs-cumbria.org.uk
Email: sobscumbria@hotmail.co.uk
Cumbria local support group:
Tel: Paul on 0789 670 3757 or John on 0757 297 5721

Child Bereavement UK
Supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement.
Website:  www.childbereavementuk.org/support/
Tel: 0800 02 888 40
Email: support@childbereavementuk.org

Eden and Carlisle local group
Tel: 01228 593 810 or 0800 02 888 40

SAMM – Support after Murder and Manslaughter
For anyone who has suffered the traumatic death of a loved one, regardless of how long since the death.
Website:  http://samm.org.uk/
National helpline: 0845 872 3440
Email: support@samm.org.uk