FOI041 Response
Request
Please can you let me know how you process your 102 and Dash alerts from Police and other stakeholders?

1. *What do you do once the alert email is received? Any processes or guidance would be appreciated*
2. *How do you manage alerts for patients who are not recorded on your Mental Health EPR and are not receiving treatment?*
3. *Do your alerts go straight into the patient record? And if so, which system are you using i.e. RIO, SystmOne etc*
4. *If you use a bespoke system to manage these alerts, please provide details*
5. *How many 102 alerts do you receive on average during the week?*
6. *If you do not manage these alerts within your trust, please advise which organisation does and how your trust contributes to the process*

Response

1. ***What do you do once the alert email is received? Any processes or guidance would be appreciated***
   The Trust's practice is to escalate 102 alerts to the appropriate clinical team so that they can determine what clinical response is required, the alert is also recorded on the patient's record and reported within Eclipse (the Trust's incident reporting system) where necessary.

   The Trust does not receive DASH alerts from the police. However, DASH risk assessments are used by the Trust's Safeguarding Team to help front line practitioners establish current risk.

   Please be aware that the Trust's Safeguarding Team are part of the MARAC (Multi Agency Risk Assessment Conference) and receive weekly agendas from the police in regard to domestic abuse cases classified/considered as high risk. The Safeguarding Team will review the Trust's clinical systems (Rio) against the agenda to establish if either the victim, perpetrator or children is receiving support from the Trust. An alert is then recorded Rio with an entry in their notes listing the date of the MARAC, who is involved, and the clinical team alerted via email.

   The Safeguarding Team will also take part in the MARAC to share any relevant information on Trust patients/families who are open to the Trust at the time of the MARAC. The information from MARAC is then captured within the Trust's clinical systems and the operational teams are contacted to ensure partnership working.

   Anyone listed on the MARAC agenda who is not currently open to the Trust, will also have an alert recorded on their clinical record, this is to ensure that clinicians who may work with the patient in the future are aware of the associated risks.

   Please note that the Trust does not receive any alerts regarding domestic abuse that are classified/considered medium/low risk from the police.

   Furthermore, if operational staff that work directly with Service Users identify domestic abuse, they then complete an Eclipse Report (internal incident reporting system) which will alert the Trust's Safeguarding Team. If required, the Trust Safeguarding Team will contact

the staff member to establish if they require support or make recommendations in order to comply with their safeguarding responsibilities.

2. **How do you manage alerts for patients who are not recorded on your Mental Health EPR and are not receiving treatment?**
The Trust is a secondary Mental Health Service and it not universal. With this in mind please note that the Trust does not record details of Service Users who are not known/in receipt of mental health services provided by the Trust.

3. **Do your alerts go straight into the patient record? And if so, which system are you using i.e. RIO, SystmOne etc**
102 alerts are recorded within the clinical patient recording system which is Rio.

Please note that high risk MARAC cases that are listed on the agendas have an alert on the patients demographic page on their Rio record.

4. **If you use a bespoke system to manage these alerts, please provide details**
The trust does not use a bespoke system to explicitly manage 102 and DASH alerts however where appropriate, Trust staff members will report the risks surrounding the alerts into Eclipse (the Trust's internal reporting system).

5. **How many 102 alerts do you receive on average during the week?**
Please note that as the Trust does not have an explicit system to record 102 alerts further information on the average number of alerts per week cannot be provided as we do not capture this information.

6. **If you do not manage these alerts within your trust, please advise which organisation does and how your trust contributes to the process.**
Not applicable.