The National Support Framework 2017

The National Support Framework ('the Framework') is a structure that sets out the roles and responsibilities of organisations in the event that a healthcare infection outbreak/incident, data exceedance or Healthcare Environment Inspectorate (HEI) report deems additional support to a NHS Board is required. This framework supersedes CNO algorithm (2015).

The National Support Framework may be invoked by the Scottish Government HAI /AMR Policy Unit or by a NHS Board to optimise patient safety during or following: any healthcare incident/outbreak(s)/data exceedance or HEI inspectorate visit/report.

Section 1: Criteria for invocation

Healthcare infection incident/outbreak(s)/data exceedance

This is contained within the National Infection Prevention and Control Manual (NIPCM) Chapter 3:

- an infectious agent that has major infection control/public health implications and control measures put in place locally have been unsuccessful; or
- a higher than expected number of cases in a given healthcare area over a specified period of time and control measures put in place locally have been unsuccessful; or
- ongoing exposure of individuals to infectious agent as a result of healthcare system failure.
- three consecutive mandatory surveillance data exceptions e.g. *clostridium difficile.*

HEI Inspection

If as part of the inspection process:

- it is observed that there are serious HAI issues that have a direct impact on care provision which cannot be addressed through local resolution or warrants direct escalation or;
- there is a pattern of failure to implement sufficient actions to resolve HAI related issues or;
- there is a pattern of unsustainable improvements that cause concern to the inspectorate that cannot be resolved or;
- there are concerns regarding the implementation of national policies throughout the Board area which require resolution at a national level.

Section 2: Actions and Communication

When the SG HAI/AMR Policy Unit invoke the Framework they will:

1. Inform the appropriate NHS Board Executive Lead or deputy that the National Support Framework is being invoked and the rationale for this.

2. Inform Health Protection Scotland (HPS) of the invocation citing the reason: this would normally be to the Lead Consultant for HAI or Associate Director who will then assign to a NCIC. The NCIC will inform the HPS HAI IPCT.

3. Request HPS action, a healthcare infection situation needs assessment to be completed within 5 working days http://www.nipcm.hps.scot.nhs.uk/web-resources-container/sbar-hai-situation-needs-assessment/.

4. Instruct HPS on the expected leadership and coordination of all national activity and communicate with the SG HAI/AMR Policy Unit accordingly.
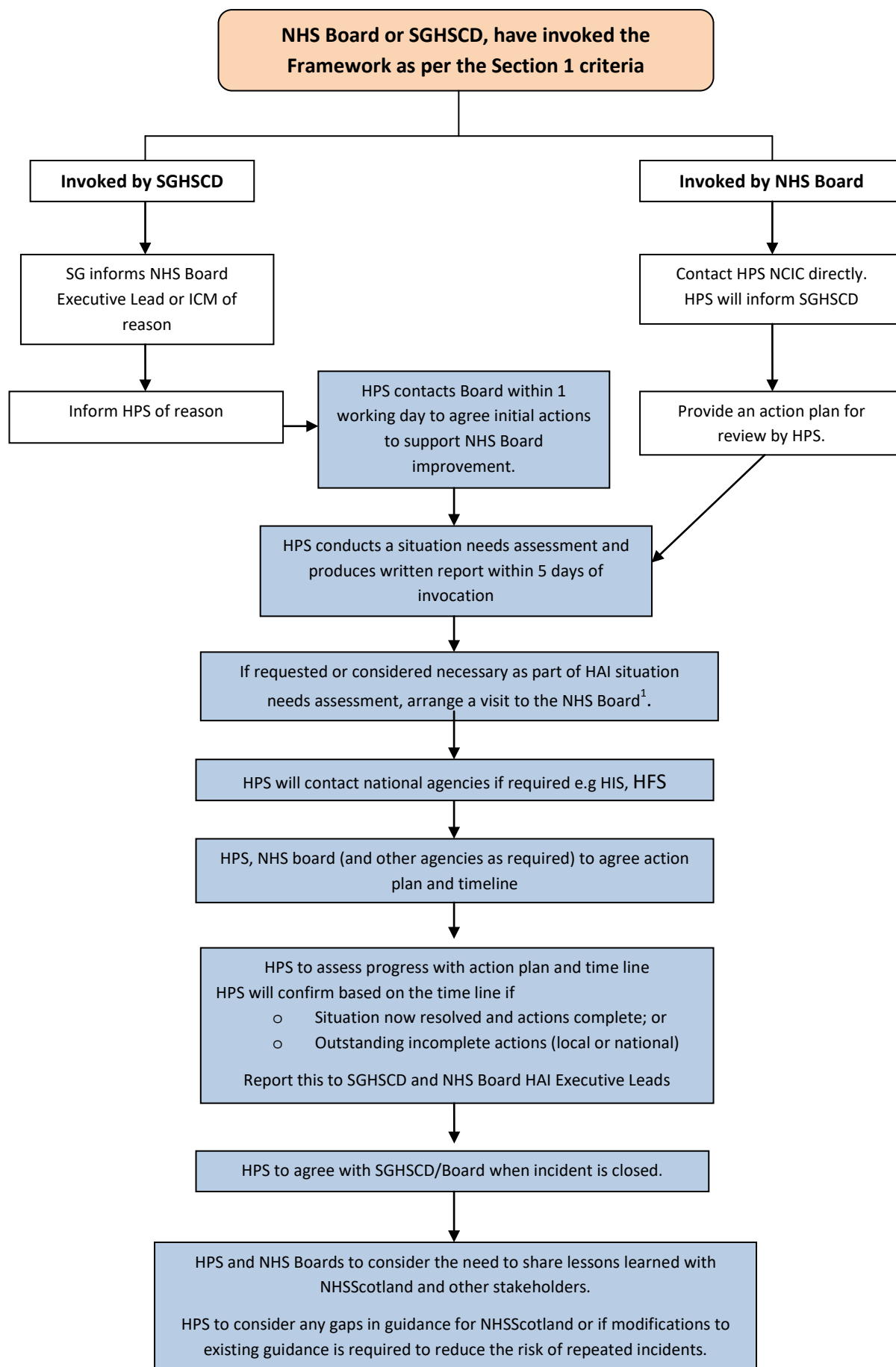
When the Framework has been invoked by SG HAI/AMR Policy Unit**, HPS will:**

1. Contact the NHS Board within one working day and agree initial actions to determine if sufficient actions have been planned to support NHS Board improvement

2. Produce a written assessment – healthcare infection situation needs assessment - within 5 working days of any invocation. This will be sent to SG HAI/AMR Policy Unit and appropriate NHS Board Executive lead or deputy for information.

3. If requested or considered necessary, as part of HAI situation needs assessment, arrange a visit to the NHS Board. This visit will take place within 10 working days of invocation. The NHS Board should be informed of all urgent recommendations on the day of visit either verbally or written.

4. Send a written report of the visit to the NHS Board within 5 working days. The NHS Board will have 2 working days to respond before HPS forwards the agreed report to SG HAI/AMR Policy Unit and the NHS Board. The report should be sent to SG HAI/AMR Policy Unit within 10 working days of the visit. Any variation in timeline will be agreed on behalf of SG HAI/AMR Policy Unit by HPS.

5. Contact other national agencies e.g. Health Facilities Scotland (HFS), Healthcare Improvement Scotland (HIS), HEI to request support or clarification if required.

6. Support the NHS Board until all actions is completed, identifying any gaps in national guidance and tools as appropriate.

7. Support the board with management of any/all subsequent incident(s)/outbreak(s)/data exceedance within the same ward/area that occur while the original incident(s)/outbreak(s)/data exceedance is still under investigation

8. Report any failures to complete actions as planned/agreed to SG HAI/AMR Policy Unit and appropriate NHS Board Executive Lead.

9. Agree/confirm with SG HAI/AMR Policy Unit when the incident is closed and lessons to reduce risk have been made and/or update SG HAI/AMR Policy Unit on any residual risk/incomplete actions.

10. Consider the need to share lessons with NHSScotland and other stakeholders.

When a NHS Board invokes the Framework they will:

1. Contact HPS ICT nurse consultant directly to declare that they are invoking the Framework and the rationale for this. HPS will inform SG HAI/AMR Policy Unit .

2. Provide a related action plan, any relevant epidemiological data, incident/outbreak reports and/or requested information for review by HPS.

3. HPS will produce a written situation needs assessment within 5 working days of any invocation. This will be sent to SG HAI/AMR Policy Unit for information

4. Consider and discuss with HPS the need for a Board visit. This visit will take place within 10 working days of invocation.

5. Agree specific objective(s) of the site visit and agree a timeline of actions with HPS.

6. Implement urgent recommendations (written and verbal) provided by HPS and agree a timeline for any further recommendations/actions identified.

7. Discuss and agree with HPS the need for other national agency support or clarification e.g. HFS, HIS, HEI.

8. Liaise and communicate with HPS until all actions are completed and identify any gaps in local guidance, tools as appropriate.

9. Agree that HPS include in their support any/all subsequent incident(s)/outbreak(s)/data exceedance within the same ward/area that occur while the original incident(s)/ outbreak(s)/ data exceedance is still under investigation.

10. Report any incomplete planned/agreed actions to HPS.

11. Agree/confirm with HPS when the incident is closed and lessons to reduce risk have been made. HPS will inform SG HAI/AMR Policy Unit of any residual risk/incomplete actions.

12. Consider the sharing of lessons with NHSScotland and other stakeholders.

The National Support Framework Algorithm

NHS Board or SGHSCD, have invoked the Framework as per the Section 1 criteria

Invoked by SGHSCD

SG informs NHS Board Executive Lead or ICM of reason

Inform HPS of reason

Invoked by NHS Board

Contact HPS NCIC directly. HPS will inform SGHSCD

Provide an action plan for review by HPS.

HPS contacts Board within 1 working day to agree initial actions to support NHS Board improvement.

HPS conducts a situation needs assessment and produces written report within 5 days of invocation

If requested or considered necessary as part of HAI situation needs assessment, arrange a visit to the NHS Board[1].

HPS will contact national agencies if required e.g HIS, HFS

HPS, NHS board (and other agencies as required) to agree action plan and timeline

HPS to assess progress with action plan and time line
HPS will confirm based on the time line if
- o   Situation now resolved and actions complete; or
- o   Outstanding incomplete actions (local or national)

Report this to SGHSCD and NHS Board HAI Executive Leads

HPS to agree with SGHSCD/Board when incident is closed.

HPS and NHS Boards to consider the need to share lessons learned with NHSScotland and other stakeholders.

HPS to consider any gaps in guidance for NHSScotland or if modifications to existing guidance is required to reduce the risk of repeated incidents.

[1] This visit will take place within 10 working days of invocation: on the day of the visit the NHS Board will be informed of urgent recommendations with a written report sent to them within 5 working days. The Board will then have 2 working days to respond before the report is forwarded to SGHSCD. Any variation to timescales must be agreed by HPS on behalf of SGHSCD.