Working together to prevent fire deaths

Tayside Fire and Rescue & NHS Tayside

Multi Agency Working Event
13th September 2011
1st December 2011

24th January 2012
We, as Chief Fire Officer of Tayside Fire and Rescue and Chief Executive of NHS Tayside, know that increasing numbers of elderly and vulnerable members of our communities are cared for in their own homes. That is why it is vital that our organisations work closely together to ensure that they can continue to live in their own homes in as safe a manner as possible, protected from the devastating effects and consequences of fire.

“This initiative, led by Martin Tait and Shelagh Creegan, and enthusiastically embraced by members of both Tayside Fire and Rescue and NHS Tayside, has the potential to deliver both high standards of patient care and high levels of safety from fire. We wholeheartedly support this initiative of Working Together to Prevent Fire Deaths.
Introduction

This carefully crafted book has been produced as a result of two events to consider how Tayside Fire and Rescue (TFR) and NHS Tayside can work more closely together to prevent fire deaths and fire casualties. Unfortunately, Scotland faces a disproportionately high number of fire deaths, fire casualties and primary fires (involving property), in comparison to other parts of the UK and Europe. In response to a 62% increase in fire deaths during 2007/08 the Minister for Community Safety commissioned a study to examine how to reduce deaths and injuries caused by fire in Scotland. The report which was compiled by the study team identifies a range of issues that play a significant role in the number of fire deaths in Scotland. Health issues such as alcohol consumption, smoking prevalence and mental health are all recorded as key contributory factors. High levels of deprivation and other social issues such as the number of people living alone, the projected increase in the number of older people and the number of people receiving social care or care in the community are also recorded as key contributory factors.

Among a list of 37 recommendations, the study highlights how fire deaths and injuries could be reduced including:

- Establishing a notification system for referrals from Mental Health Services and other agencies dealing with similar issues.
- Closer working arrangements being formed with health practitioners in order to access those most “at risk” from fire.
- A greater sharing of information by local authority Social Work, Housing Services and the Health Service with Fire and Rescue Services which could identify groups or individuals most at risk from fire in their home.
- Care service alarm systems that link the homes of vulnerable people which could also alert call handlers to fire in the home.
- Creating Fatal Fire Conferences involving key agencies in order to learn lessons and improve partnership working.

The aim of the Healthcare Quality Strategy for NHS Scotland (2010) is to deliver the highest quality healthcare services to people in Scotland. In Tayside, as in many parts of the country, public services are developing effective partnership models of working in their local community in a preventative capacity to ensure the early identification, safety and wellbeing of the most vulnerable populations. This book outlines the ideas and commitments produced by a group of professionals who wish to provide the best service possible to the people they care for and serve.
Working together to prevent fire deaths

People Who Contributed

Stephen Hunter - Chief Fire Officer Tayside Fire and Rescue
Martin Tait - Tayside Fire and Rescue
Shelagh Creegan - NHS Tayside

Table Facilitators

Susan Carr NHS Grampian, Sandra Shafii NHS Lanarkshire, Lisa Gallacher NHS Tayside, Gillian Funai NHS Tayside, Lynsey Kemlo NHS Tayside

Alison McIntyre NHS
Donna McLoughlin NHS
Mike Harkin Angus Council
Maureen Thom Alzheimer Scotland
Karen Adam NHS
Fiona Kurlus NHS
Garry Brown TFR
Sinead O’Rourke OT Student
Mandy Andrew NHS
Beth McDowall NHS
Terry Irvine Angus Council
Dave Stapley TFR
Caroline Hay NHS
Laura Gallon NHS
Kevin McKay Alzheimer Scotland
Hazel Mitchell NHS
Fiona Abbot NHS
Jenny Bodie NHS
Sue Young NHS
Kenny Regan TFR
Bruce Farquharson TFR
Gail Whyte NHS
Gwen Adamson NHS
Carolyn Wilson NHS
Anne Hobbs NHS
Carol Wade TFR
Dave Burns NHS
Alison Wood NHS
Fiona Kerr NHS
Scott Reid NHS
Wendy Reid NHS
Cathy Stephenson Dundee City Council
Tam Brown TFR
Sarah Robertson TFR
Frances Bannister NHS
Matthew Kendall NHS
Susan Dick Angus Council
Cindy Graham Dundee City Council
Gail Young NHS
Kenneth Fraser TFR
Ian Jenkins NHS
Kim Officer OT Student
Ann Warren NHS
Hazel Scott NHS
Craig Thomson TFR
What could we do in the future to ensure our contribution to preventing fire in the homes of our service users is the best?
What is your best example of how we currently raise service users awareness of fire safety and help prevent fires in the home?

Group 1
- We raise awareness for our partner agencies
- We recognise areas of greater risk and target our efforts in that area
- We produce and distribute service information cards
- We have programmes to raise staff understanding of fire safety
- We provide education and training for friends and relatives
- We have home safety programmes
- We make use of the media to raise awareness
- We actively involve our partner agencies
- We provide access to fire retardant products

Group 2
- We have criteria to help recognise those most at risk
- We pass information to our partner agencies
- We have policies to support identifying vulnerable people
- We carry out home fire safety visits
- We have experience of joint working around “high risk” groups
- We have criteria for recognising “at risk” groups
- We have facilities to advertise information
- We provide smoke alarms
- We have discharge checklists which could include fire safety information
Working together to prevent fire deaths

What is your best example of how we currently raise service users awareness of fire safety and help prevent fires in the home?

Group 3
We publish fire safety check data
We carry out fire safety checks in Dundee
We raise awareness to vulnerable people/groups
We produce materials specific to vulnerable people/groups
We encourage service users to use safe products
We provide alarms
We include fire safety in risk assessment
We encourage day service users to attend training
We consider fire safety in telecare assessments

Group 4
We have NHS and TFR working together on cooking fire safety awareness programme
We engage with other service provider groups
We have protocols for sharing information between services
We have community rehab teams promoting safety in the kitchen
We carry out risk assessments with vulnerable people
We have a policy of risk assessment with every service user to homecare in Dundee Social work
We have fire safety as a substantive item on our agenda in Housing
We have had fire safety visits to sheltered housing complexes
We have joint working between agencies
Working together to prevent fire deaths

What could we be doing in the future to ensure our contribution to preventing fire in the homes of our service users is the best it could possibly be?

**Group 1**
- We could add fire safety risk assessment to current home visit assessments
- We could produce a system for co-coordinating risk process
- We could include in induction to all posts in Mental Health
- We could produce awareness raising in all health settings
- We could involve GP practices in risk assessments
- We could include fire safety in discharge planning
- We could provide fire retardant bedding
- We could have Fire and Rescue professionals train NHS front line staff on risk indicators
- We could produce information for family and carers

**Group 2**
- We could set jointly agreed targets
- We could advertise at Accident & Emergency, Health Centres, using existing resources
- We could work on the basis that fire and rescue service need to know at risk, not detail
- We could ensure all of the policies join together on this
- We could simplify data sharing protocols
- We could gain commitment and engagement from front line staff
- We could pilot changes in one area to refine processes
- We could have regular information sharing events involving all agencies
- We could have training events for staff from different agencies together
Working together to prevent fire deaths

What could we be doing in the future to ensure our contribution to preventing fire in the homes of our service users is the best it could possibly be?

Group 3
- We could embed fire risk assessment into NHS process
- We could incorporate fire safety training into treatment planning
- We could work in true partnership respecting the contribution of all
- We could involve fire and rescue service in discharge planning process
- We could develop robust systems for identifying people at risk
- We could train health care staff to carry out fire safety checks
- We could have easy to follow protocols
- We could have partnership agreements
- We could ensure all involved are clear about their responsibility

Group 4
- We could identify high risk clients on current caseload
- We could include this in current mandatory training programmes
- We could include in induction training
- We could provide training on risk indicators
- We could have one data base which all services can access
- We could identify a fire champion at all clinical locations
- We could carry out fire risk assessment on all clients as part of treatment plan
- We could make it easier to access information
- We could use the NHS patient safety agenda to promote this work
Working together to prevent fire deaths

Themes emerging from the original conversations are:

- Risk Assessment
- Awareness, Education & Training
- Partnership Working
- Discharge & Home Visits
- Prioritising Key People/Groups
Working together to prevent fire deaths

Recommendations

• Establishing a notification system for referrals from Mental Health Services and other agencies dealing with similar issues.

• Closer working arrangements being formed with health practitioners in order to access those most “at risk” from fire.

• A greater sharing of information by local authority Social Work, Housing Services and the Health Service with Fire and Rescue Services which could identify groups or individuals most at risk from fire in their home.

• Creating Fatal/Significant Fire Conferences involving key agencies in order to learn lessons and improve partnership working.
Working together to prevent fire deaths

Establishing a notification system for referrals from Mental Health Services and other agencies dealing with similar issues

What we will do regarding Risk Assessment
- We will develop standard proforma with triggers
- We will develop a referral system which is risk based
- We will conduct a test of change
- We will include safety briefings in Team Meetings
- We will develop a joint information portal

What we will do regarding Awareness, Education & Training
- We will commit time for staff training
- We will commit to share communication skills with fire service colleagues for hard to reach clients
- We will commit to integrating fire safety into formalised training programmes, including undergraduate

What we will do regarding Partnership Working
- We will build relationships at a strategic level
- We will identify fire safety champions for each team
- We will shadow work
- We will explore opportunities for secondments
- We will support TFR to connect with service users carers, and care agencies

What we will do regarding Discharge & Home Visits
- We will integrate fire assessment process into discharge and home visit
- We will share assessment results with TFR
- We will initiate joint visits

What we will do regarding Prioritising Key People/Groups
- We will identify target groups
- We will review the home fire safety visit form
- We will develop and strengthen the process
Working together to prevent fire deaths

A greater sharing of information by local authority Social Work, Housing Services and the Health Service with Fire and Rescue Services which could identify groups or individuals most at risk from fire in their home.

What we will do regarding Risk Assessment

• We will develop portal technology to display key info from all partners at the point of care
• We will use existing data to plan for the future
• We will develop tools to share and communicate with partners in real time
• We will work together

What we will do regarding Awareness, Education & Training

• We will develop e-Learning for all partners
• We will run high impact training courses, which include real life stories
• We will identify all relevant products that exist and inform people of them

What we will do regarding Partnership Working

• We will use Tayside Data Sharing Partnership to support us
• We will make a MiDIS form available to partners
• We will not underestimate the complexity of the Health and Social Care Community

What we will do regarding Discharge & Home Visits

• We will evaluate use of a MiDIS form within in patient discharge and out patient settings
• We will educate hospital staff and ensure effective communication to allow assessment to take place
• We will engage with all partners to clarify their responsibility regarding home visits and sharing the results

What we will do regarding Prioritising Key People/Groups

• We will use existing data from all partners to identify key themes/factors which will help prioritise vulnerable people/groups
• We will ask practitioners to identify people at risk
Working together to prevent fire deaths
Closer working arrangements being formed with health practitioners in order to access those most “at risk” from fire

**What we will do regarding Risk Assessment**
- We will clarify understanding of what constitutes risk
- We will share outcomes from risk assessments
- We will offer all service users risk assessments
- We will communicate effectively to ensure timely intervention

**What we will do regarding Awareness, Education & Training**
- We will establish all agencies capability to raise awareness
- We will build on existing education and training
- We will identify practical opportunities with service users
- We will introduce shadowing opportunities

**What we will do regarding Partnership Working**
- We will develop joint visits and job shadowing
- We will create joint meetings to identify people at risk
- We will have regular information exchange sessions
- We will develop new relationships

**What we will do regarding Discharge & Home Visits**
- We will develop joint agency working and establish accurate and timely communication
- We will promote Home Fire Safety Visits for all service users
- We will sign post the process
- We will make this everybody’s business

**What we will do regarding Prioritising Key People/Groups**
- We will develop relationships with carer and service user groups
- We will analyse post incident information and identify priorities
- We will target hard to reach groups
- We will provide learning opportunities
Working together to prevent fire deaths

Creating Fatal /Significant Fire Conferences involving key agencies in order to learn lessons and improve partnership working.

What we will do regarding Risk Assessment
- We will develop risk assessments which are responsive to change
- We will identify triggers to share information
- We will identify people at risk during admission process
- Encourage all to access risk assessment

What we will do regarding Awareness, Education & Training
- We will create training around role and responsibility of groups and individuals
- We will develop current mandatory training programmes in response to individual cases
- We will commit time for learning

What we will do regarding Partnership Working
- We will develop high level multi agency working
- We will have virtual group conferences
- We will create a joint response group
- We will engage carers, relatives and other care professionals

What we will do regarding Discharge & Home Visits
- We will review current discharge processes
- We will develop discharge processes to include fire assessment
- We will use current information to generate home visits

What we will do regarding Prioritising Key People/Groups
- We will identify key people and groups at risk through the virtual group conference
- We will develop and strengthen relationships to establish at risk people/groups
Working together to prevent fire deaths

Tayside Fire and Rescue & NHS Tayside

This document, which is the result of the two events on 13th September 2011 and 1st December 2011 is the starting point for bringing “working together to prevent fire deaths” to life and to introducing this partnership into our everyday practice.