



**Maidstone
and Tunbridge
Wells NHS Trust**

EPRR Assurance Assessment Report

August 2017

Document revision history

Date	Version	Revision	Comment	Author / Editor
23.8.17	V1		First draft	S Proctor

Document approval

Date	Version	Revision	Role of approver	Approver

Assurance Visit

NELCSU Business Resilience team visited Maidstone and Tunbridge Wells NHS Trust [MTW] to conduct an assessment of their Emergency Planning Response and Recovery [EPRR] preparedness against the NHS England EPRR Core Standards.

The purpose of the visit was to enable MTW to provide assurance to their commissioners as to their level of preparedness.

Audit Details	
Date of audit	22nd August 2017
Locations of audit	Kent and Canterbury Hospital, Canterbury
Assessors	Samantha Proctor [NELCSU] on behalf of West Kent CCG
Provider Representatives	John Weeks, Head of EPRR, MTW

Areas Investigated

The assessment looked for evidence against the core standards identified by NHS England as being required to be in place by an acute healthcare provider. The investigated areas were:

EPRR Core Standards

Deep Dive – Governance

HazMat/ CBRN Core Standards

Assessment Results

MTW were able to demonstrate to provide evidence to demonstrate the following rates of compliance

	Green [full compliance]	Amber [plans to address gaps on annual work programme]	Red [significant gaps with no plan to address]
EPRR Core Standards	46/46	0/46	0/46
Deep Dive – Governance [not counted in the final compliance level calculation]	6/6	0/6	0/6
HazMat/CBRN Standards [NOTE: these scores were assessed by SECamb in Feb 2017]	14/14	0/14	0/14

Full assessment results are appended to this report.

Based on the NHS England levels of assurance below we conclude that MTW meets the requirements for **Full Compliance**

Compliance Level	Evaluation and Testing Conclusion
Full	Arrangements are in place that appropriately addresses all the core standards that the organisation is expected to achieve. The Board has agreed with this position statement.
Substantial	Arrangements are in place however they do not appropriately address one to five of the core standards that the organisation is expected to achieve. A work plan is in place that the Board has agreed.
Partial	Arrangements are in place, however they do not appropriately address six to ten of the core standards that the organisation is expected to achieve. A work plan is in place that

	the Board has agreed.
Non-compliant	Arrangements in place do not appropriately address 11 or more core standards that the organisation is expected to achieve. A work plan has been agreed by the Board and will be monitored on a quarterly basis in order to demonstrate future compliance.

Assessment Narrative

MTW have continued to work to a consistently high standard to achieve full compliance against the NHS England EPRR Assurance Framework Standards. This continued high standard of compliance is felt to be evidence of the ‘maturity’ of the EPRR polices, processes and procedures in place at the trust.

The trust have in place a highly skilled, experienced EPRR team who have been at the trust for many years. This consistency of approach has allowed for the development and maintenance of robust, embedded arrangements and is worthy of note by the commissioners and wider LHRP partners.

The commissioners of this provider can be assured that the trust has in place the required measures to respond to both internal disruptions and external major incidents.

Examples of good practice

During the assessment a number of examples of good practice were identified that it was felt were worthy of highlight. Please note that these examples of good practice only relate to this year’s visit. Areas of good practice that were highlighted in last year’s report remain in place.

- Hazmat/CBRN processes and training – the trust have embedded these processes into the organisation more widely. They now have in place non front line /non clinical staff trained to be able to participate in elements of the trust’s Hazmat/CBRN response, thus freeing up specialist clinical staff to perform more complex tasks.
- Multi agency exercises – the trust have committed to ensuring that every exercise they run will include multi agency partners. This is proving very successful and has generated some significant learning for all those involved. For example exercises which allow for trust staff to directly work with Police/Fire/Ambulance/ Coastguard responders on site at the trust, thus ensuring that JESIP Principles were being utilised and staff gaining valuable experience of working closely together.
- Filming of exercises – the trust have committed to filming all their exercises. This has proved valuable for both debrief and subsequent usage in training sessions with trust staff.
- Trust Public facing web site – the EPRR team have been posting ‘public suitable’ post exercise reports on their web site. This is allowing members of the public to gain assurance that the trust is capable of managing incidents should they arise.
- Ex Lockgate – the trust undertook this live play exercise in July 2017. The scenario was based on a P1, ‘hot landing’ of a helicopter at the Tunbridge Wells hospital and the Trust Emergency Department putting into action its response to this. Once the play had commenced and the helicopter was inbound an ‘unmarked minibus’ arrived at the entrance and delivered a number of other casualties. The scenario was developed based on the learning form the Manchester Bombing incident – where hospitals were in receipt of casualties arriving with no notice and in taxis/cars. Ex Lockgate

challenged the trust staff to handle this unannounced volume of casualties, in addition to the helicopter.

This exercise demonstrates the wider awareness that the trust has in relation to EPRR and as such is setting complex and innovative exercise challenges.

- Ex Execs – the trust have been developing ‘no notice’ exercises in some areas. This included the Trust Management Suite. Trust Exec were advised there would be an exercise during a month. Working in conjunction with KFRS a smoke generator was placed in the Management suite which triggered an evacuation. The situation was then managed and coordinated by the Trust Execs.