Guidance document:

LJMU process for the reporting of Fitness to Practise (FtP), Incidents, Safeguarding and Raising Concerns.

Contents

Section 1 – Purpose of guidance

Aim

The purpose of this document is to provide clear guidance of LJMU's reporting process for fitness to practise, safeguarding, incidents, and raising concerns. This guidance will outline, the process for learners, staff, and managers in relation to reporting issues.

Objectives

✓ To reduce or eliminate the use of emails for communicating sensitive information.
✓ To create consistent practices that enhance quality assurance.
✓ To provide clear guidelines that improve overall approach to quality assurance.
✓ To identify and manage potential risks.
✓ To promote better collaboration between practice stakeholders and LJMU.

LJMU has one reporting mechanism for practice partners and academic staff in relation to fitness to practise, safeguarding, incidents, and raising concerns. Learners will not be given access to the reporting form used by practice partners and academic staff. If the incident or concern is being reported on behalf of a Learner, following escalation by the Learner, then it is expected that the form is completed by practice partners and academic staff in collaboration with that Learner.

The process will utilise the benefits of Microsoft Forms. Once the form has been completed it will be submitted to the LJMU Senior Lecturer in Practice Learning (SLPL) team who will triage the information and direct it to the appropriate staff member to action. See Section 10, for more information on Management of reported issues.

Section 2 – Communication

Clear communication channels are now in place to aid the process.

Undergraduate Teams meeting & Programme meetings

Practice Module Leaders meetings

Individual Practice Partner

SLPL, Systems Project Manager, Head of Professional Standards

InPlace & PARE Operational Groups

PEF Forum & Nominated Person Days

Cohort Conversations, Transition days & Introduction to Practice days

The above outlines the responsibility of the SLPL team, Head of Professional Standards, and the Systems Project Manager to communicate the new process effectively and ensure all practice partners and academic staff have the guidance and the understanding of the new reporting process. This is not an exhaustive list of meetings or groups.

Section 3 – Reporting process.

To report an issue in relation to fitness to practise, safeguarding, incidents, and raising concerns, the centralised reporting form will need to be accessed. This centralised form can be accessed from different points by different stakeholders but relays all information back to a single repository.

For Practice Partners this guidance document and the link to the form will be accessed via Inplace Network or the PLSU webpage. For academic staff, they will be able to access the information via Institutional Inplace and the Undergraduate teams' site as well as the PLSU webpage.
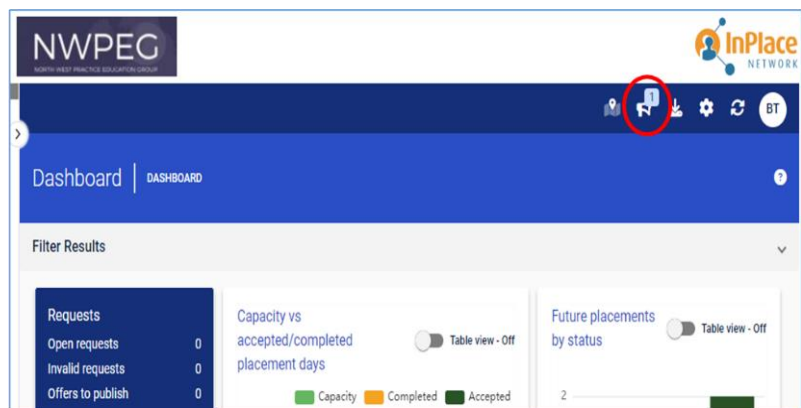
The link to the PLSU webpage can be found here: https://www.ljmu.ac.uk/microsites/plsu

A link to the reporting form can be accessed here: https://forms.office.com/e/fQkDSEPgWQ

A Learner will only ever assist in the completion of the form with Academics or Practice Partners, never by themselves.
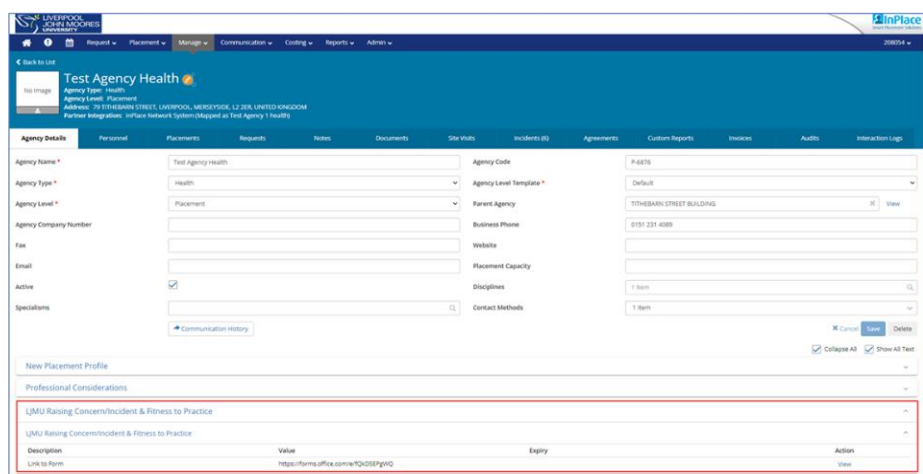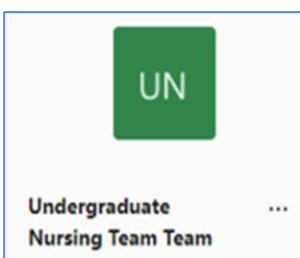
Practice Partners

Practice Partners will be able to access the link to the reporting form and guidance via the PLSU webpage. For those Practice Partners using InPlace Network, they will also find this information in the announcement section located at the top of their dashboard.
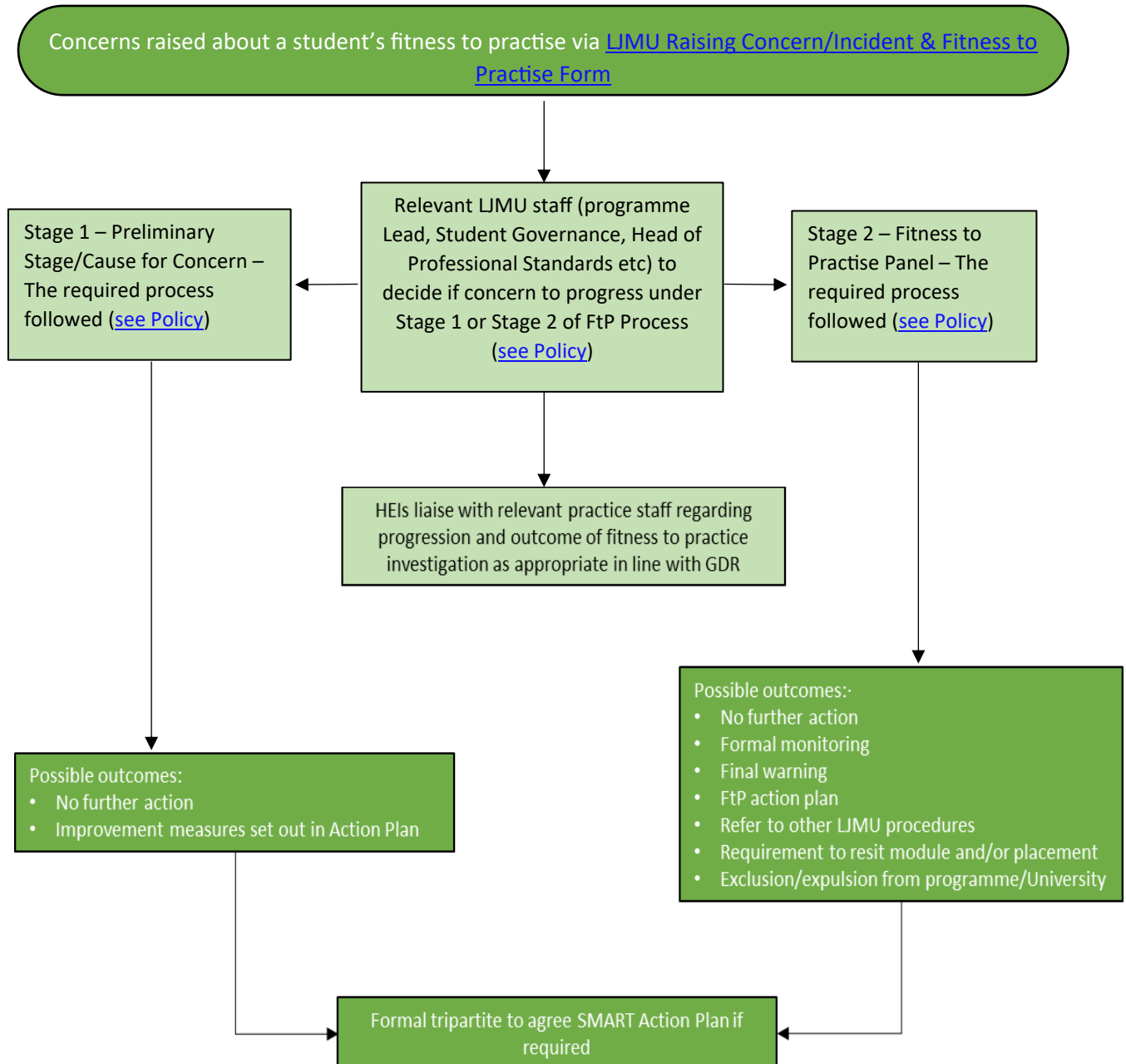

Academic Staff

Academic staff at LJMU will be able to access guidance for reporting and the link to the reporting form in the Undergraduate Teams site, InPlace and the PLSU webpage.

The link to the reporting form can be found on every agency record in InPlace and is embedded in this guidance document (see above).

Section 4 – Fitness to Practise

Process for Practice Partners to Raise Fitness to Practise Concerns

Concerns raised about a student's fitness to practise via LJMU Raising Concern/Incident & Fitness to Practise Form

Relevant LJMU staff (programme Lead, Student Governance, Head of Professional Standards etc) to decide if concern to progress under Stage 1 or Stage 2 of FtP Process (see Policy)

Stage 1 – Preliminary Stage/Cause for Concern – The required process followed (see Policy)

Stage 2 – Fitness to Practise Panel – The required process followed (see Policy)

HEIs liaise with relevant practice staff regarding progression and outcome of fitness to practice investigation as appropriate in line with GDR

Possible outcomes:
- No further action
- Improvement measures set out in Action Plan

Possible outcomes:·
- No further action
- Formal monitoring
- Final warning
- FtP action plan
- Refer to other LJMU procedures
- Requirement to resit module and/or placement
- Exclusion/expulsion from programme/University
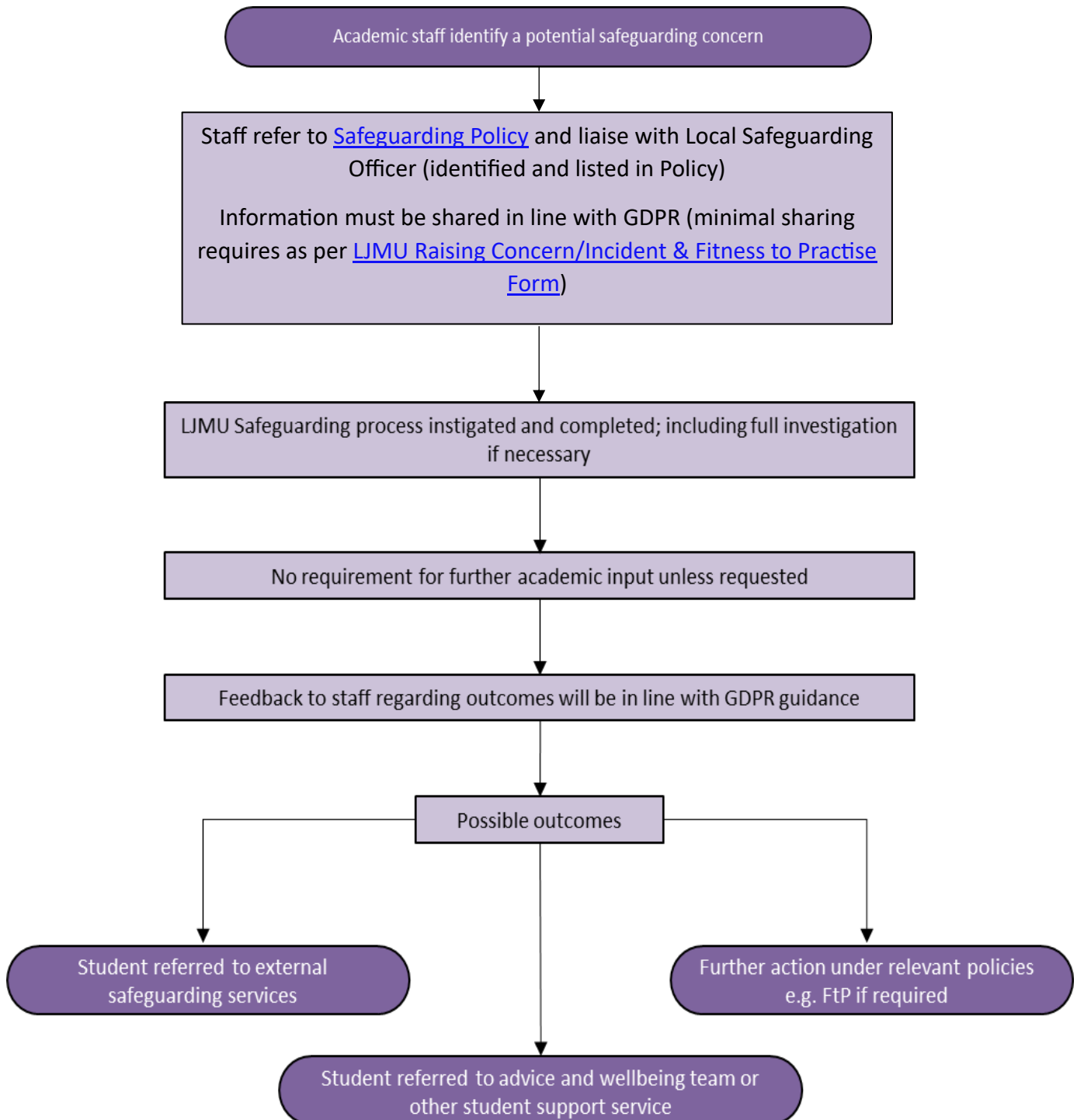
Formal tripartite to agree SMART Action Plan if required

More information can be found here: LJMU Fitness to Practise Policy
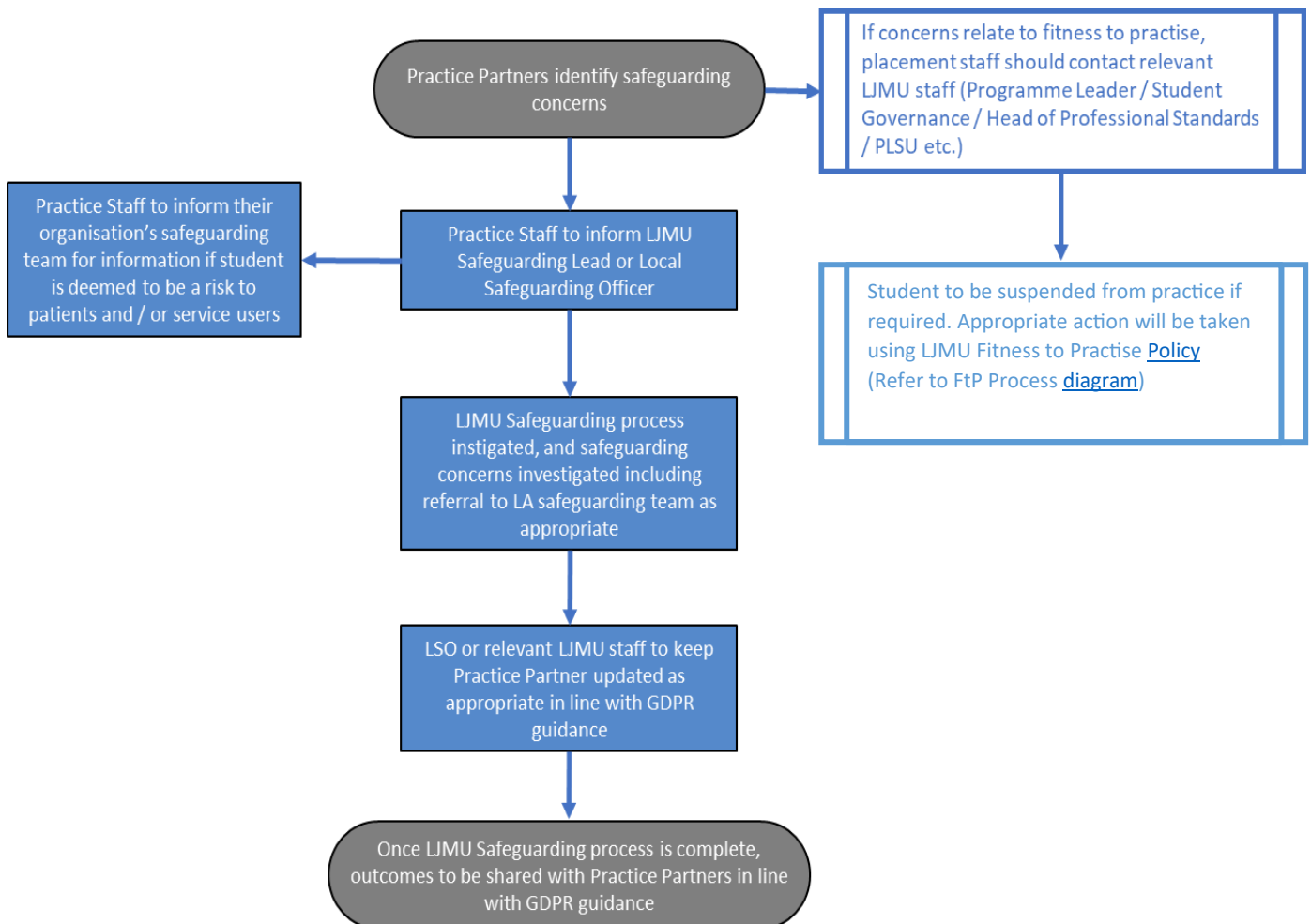
Section 5 – Safeguarding concerns

All safeguarding concerns will be directly dealt with by James Evans as Head of Professional Standards via the notification system on the quality assurance teams site.

Process for Academics raising Safeguarding Concerns regarding Students

Academic staff identify a potential safeguarding concern

Staff refer to Safeguarding Policy and liaise with Local Safeguarding Officer (identified and listed in Policy)

Information must be shared in line with GDPR (minimal sharing requires as per LJMU Raising Concern/Incident & Fitness to Practise Form)

LJMU Safeguarding process instigated and completed; including full investigation if necessary

No requirement for further academic input unless requested

Feedback to staff regarding outcomes will be in line with GDPR guidance

Possible outcomes

Student referred to external safeguarding services

Student referred to advice and wellbeing team or other student support service

Further action under relevant policies e.g. FtP if required

More information can be found here: LJMU Safeguarding Policy

Process for practice partners raising safeguarding concerns regarding students

Practice Partners identify safeguarding concerns

If concerns relate to fitness to practise, placement staff should contact relevant LJMU staff (Programme Leader / Student Governance / Head of Professional Standards / PLSU etc.)

Practice Staff to inform LJMU Safeguarding Lead or Local Safeguarding Officer

Practice Staff to inform their organisation's safeguarding team for information if student is deemed to be a risk to patients and / or service users

Student to be suspended from practice if required. Appropriate action will be taken using LJMU Fitness to Practise Policy (Refer to FtP Process diagram)

LJMU Safeguarding process instigated, and safeguarding concerns investigated including referral to LA safeguarding team as appropriate

LSO or relevant LJMU staff to keep Practice Partner updated as appropriate in line with GDPR guidance

Once LJMU Safeguarding process is complete, outcomes to be shared with Practice Partners in line with GDPR guidance

Links

Reporting a Concern Form

LJMU Fitness to Practice Policy

LJMU FtP Reporting Process

LJMU Safeguarding Policy

Student Governance

PLSU

More information can be found here: LJMU Safeguarding Policy

Section 6 – Incidents

Incidents can be raised both on behalf of a student in practice and for learning environments.

Student Incidents

Student related incidents will be addressed by the associated personal tutor/academic assessor. Please note, students are **NOT** to be given the link to the form to complete themselves. Staff should complete the form alongside a student.

Environmental Incidents

Environmental only related incidents will be addressed by the LJMU Lecturer in Practice Learning (LPL) associated with that area.

Section 7 – Raising Concerns

Concerns can be raised to the university by both internal members of staff and external parties. Concerns can be in relation to a student, or a learning environment.

Student concerns

Student concerns can include:
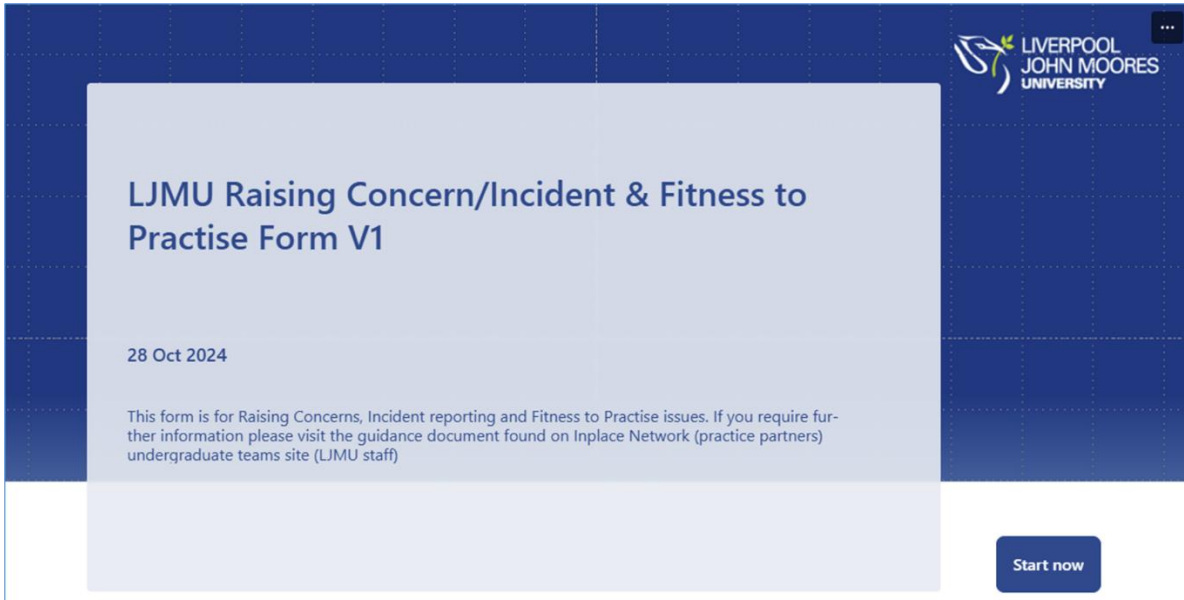
- Student progress or achievement concerns within placement
- Concern with a student's own wellbeing
- Concern about behaviour and professionalism in the learning environment

Student concerns will be addressed by the associated personal tutor/academic assessor.

Section 8- The Form

The New LJMU Raising Concern/Incident & Fitness to Practise Form – Explained

Below is an image of how the front of the new LJMU reporting form will look when the link is used, the date will renew automatically.
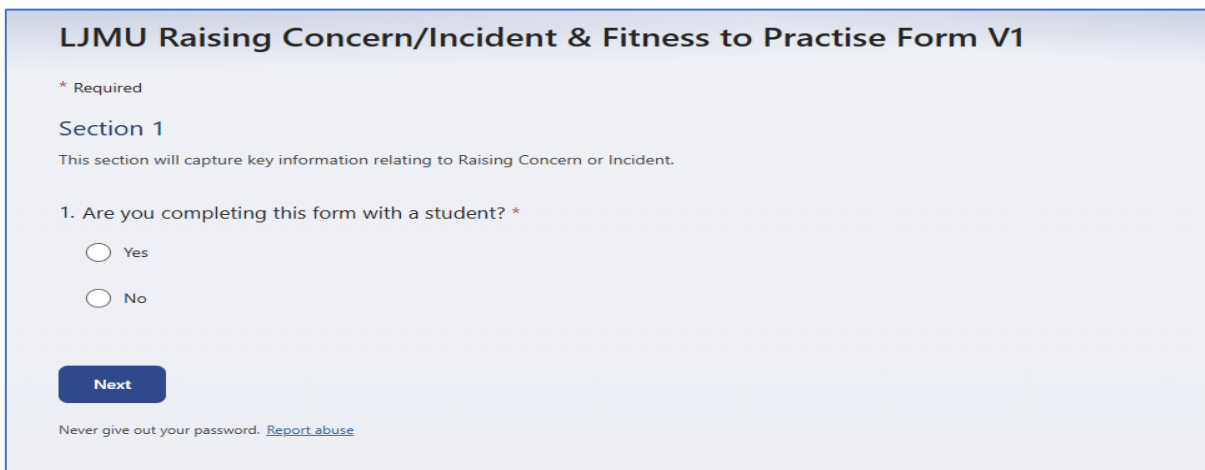
The link to the reporting form can be accessed here https://forms.office.com/e/fQkDSEPgWQ

Completing the form

After starting a new form, the first question will ask if the form is being completed WITH a Learner present. Learners are not allowed to complete this form on their own, and any forms received from Learners will not be accepted.

The form makes use of 'branching' functionality so some question answers will generate more questions, other answers will by-pass no relevant questions. This will mean that question numbers will change dependant on answers given.

Likewise, some questions must be answered to progress through the form.

In this case if 'Yes' is chosen further *student* information is requested.

If completed with a Learner, the following questions will ensure correct identification should any further information be required by the SLPL team. However, it is not essential that the Student Person Number is completed.

2. Student Name *

Enter your answer

3. LJMU Student Person Number (if known)

Enter your answer

Those completing the form can report if they are Academic Staff or Practice Partners in the next questions, along with relevant information.

4. Please indicate your designation

◯ LJMU academic staff member

◯ Practice Partner

5. Name of person completing the form *

Enter your answer

6. Email contact details *

Enter your answer

7. Telephone contact details

Enter your answer

In the next question, it is important that the answer given for 'Date of Concern or Incident' is specific and **not** the date the form was completed.

8. Date of Concern or Incident

Please input date (dd/MM/yyyy)

The options in the following question help the LJMU SLPL team identify and designate relevant member of staff to deal with the issues in the form.

9. Please indicate what you are reporting *

☐ Student Fitness to Practise Concern

☐ Student Safeguarding Concern

☐ Placement Concern

☐ Placement Incident

The form will ask again for the Student Name, if applicable.

> 10. Student Name (if applicable)
>
> Enter your answer

The following question will help the SLPL team identify where the information needs to be directed. See Section 10 for more information on this.

> 11. What Discipline does the student belong (if appliacble)
>
> ○ Nursing
>
> ○ Social Work
>
> ○ Paramedic
>
> ○ Student Nurse Assoicate
>
> ○ Midwifery

When investigating issues related to an environment in the form, it is essential that Placement Area name question is answered. The additional question of Agency coding should only be completed if known.

> 12. What is the name of the related placement area
> Ward Area or Team Name
>
> Enter your answer
>
> 13. Do you know the Agency code?
> This is the code from the InPlace system and can be left blank if unknown
>
> Enter your answer

The organisation question lists all NHS providers in Cheshire and Merseyside for ease of use. There is also the opportunity to pick '*Other*' and write the name of non-listed organisation, whether it be NHS outside of Cheshire and Mersey or a PIVO.

> 14. Organisation
> Please choose relevant NHS Organisation or use 'Other' to identify PIVO or non-Cheshire and Merseyside NHS Trust
>
> ○ Alder Hey Childrens NHS Foundation Trust
>
> ○ Bridgewater Community Healthcare NHS Foundation Trust

For contact purposes the next question asks for a named person for the placement area (if known).

> 15. Contact name for related placement area
> If known
>
> Enter your answer
>
> Next

This question concludes Section 1 of the form.

Section 2 of the MS form starts with a question in relation to relevant professional bodies. This is particularly important for fitness to practise or safeguarding concerns. The appropriate professional body should be chosen from the list.

If the form is not raising an issue that is impacted by professional body standards, then 'Not Applicable' should be used.

The links to the specific registered professional bodies codes and standards can be found at the start of the question if the user is unsure and needs support with making a decision.

If a professional body is chosen, then the following question is mandatory. You must tell us what area of the code is relevant.

The following question will help the SLPL team triage the issue and identify who needs to respond to the issues raised.

Please make sure **all** information provided in the Details of Concern question is factual and correct. Learners will need to provide specifics when raising a concern. This information will help support with the investigation and resolution of the issue.

The following question relates to the compliance to the SSA standards or the platforms of the education quality framework.

Information on the framework can be found here: https://www.hee.nhs.uk/our-work/quality/education-quality-strategy-framework

The final question is in relation to the actions taken to address the issues, this can include local governance procedures or any intervention the placement area has taken so far to address the issue.

Once complete the form can be submitted.

Once submitted, a notification similar to the one below will appear and the process is complete.
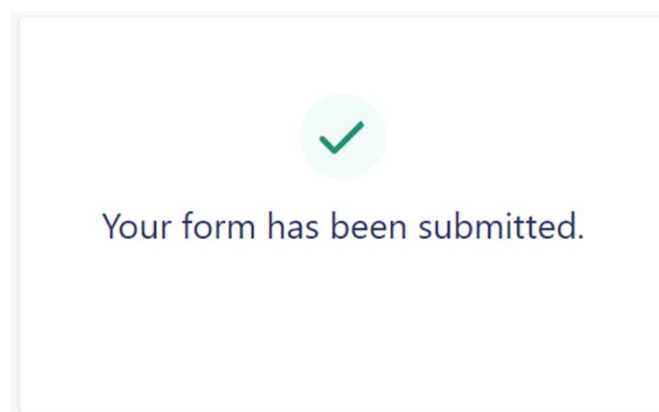
Section 9 – Learners reporting process.

The process for learners to report a concern or incident remains the same for each discipline.

Learners who will need to make a statement or give further information can do so via the reporting form **with** a member of academic or practice staff, see Section 3.

Learners should not be given the link for the form to complete themselves. Any Learner completing the form will **be redirected to follow their current reporting process.**

Section 10 – Management of reported issues

The process map below the direction of information that will be triaged once a form has been submitted to the SLPL team via MS forms from practice.

Practice raise a concern or incident via the reporting form. Form is sent into the triage system

Nominated person for that discipline will triage the form based on the nature and will refer onto the relevant source.

Safeguarding and Fitness to Practice Concerns

Placement Environmental Concerns

Student wellbeing and progression concerns

Concern will be actioned by Head of Professional Standards

Concern/Incident will be actioned by The nominated practice link.

Concern followed up by Personal Tutor