Guidance document:

LJMU process for the reporting of Fitness to Practise (FtP), incidents, safeguarding and raising concerns.

Contents

Section 1 – Purpose of guidance

Objective

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

Why?

LJMU have reviewed their quality assurance processes and have developed and standardised a more robust reporting mechanism for both practice partners and academic staff. This is to ensure that we meet the goal of providing an immediate and effective response to concerns raised.

Goal for the new process

✓ To reduce or eliminate the use of emails for communicating such issues.
✓ To create consistent practices that enhance quality assurance.
✓ To provide clearer guidelines to minimise mistakes and improve overall accuracy of data.
✓ To help identify and manage potential risks more effectively.
✓ To promote better collaboration between practice stakeholders and LJMU.

What changes have been made to current process?

LJMU will now have one reporting mechanism for practice partners and academic staff in relation to fitness to practice, 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 new process will utilise the benefits of Microsoft Forms, which will ask a range of applicable questions. Once the form has been completed it will be submitted to the LJMU 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.

Any old forms that are associated to LJMU need to be removed and deleted from ALL systems. Any stakeholder wishing to call or email SLPLs in relation to reporting any of the above, will be encouraged to use the new process.

Section 2 – Communication

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

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 practice, 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 stakeholder but relays all information back to a single repository.

For Practice Partners this information and 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.
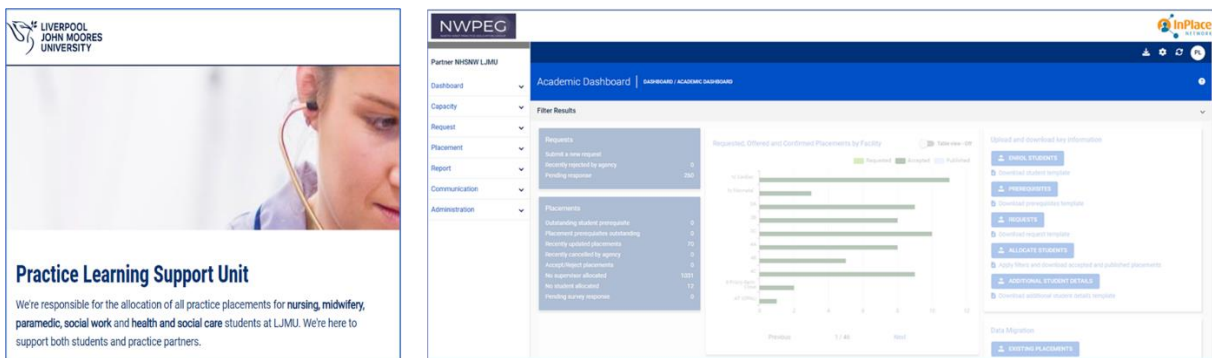
The link to the PLSU webpage can be found here: https://www.ljmu.ac.uk/microsites/plsu

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 and Practice Partners, never by themselves. The process for students to Raise Concerns or report an Incident can be found in Section 4.

Practice Partners

Practice Partners will be able to access the link to the reporting form and guidance via the PLSU webpage, and soon, via InPlace Network.

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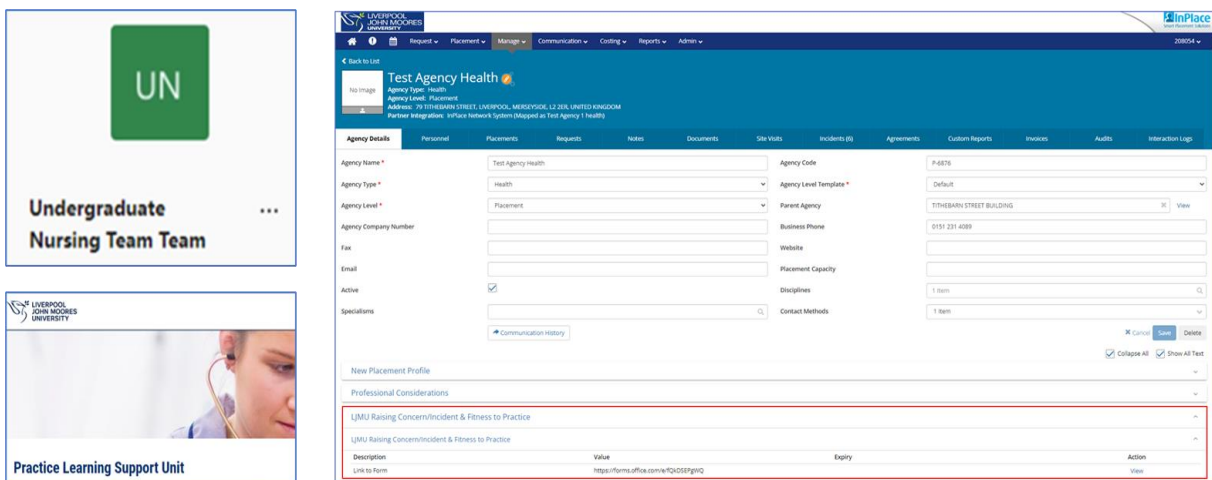
The link to the reporting form can be found on every agency record in InPlace and is embedded in this guidance document (see above).

Section 4 – Fitness to Practice

Process for Practice Partners to Raise Fitness to Practise Concerns

Concern raised about a student's fitness to practice via reporting 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)
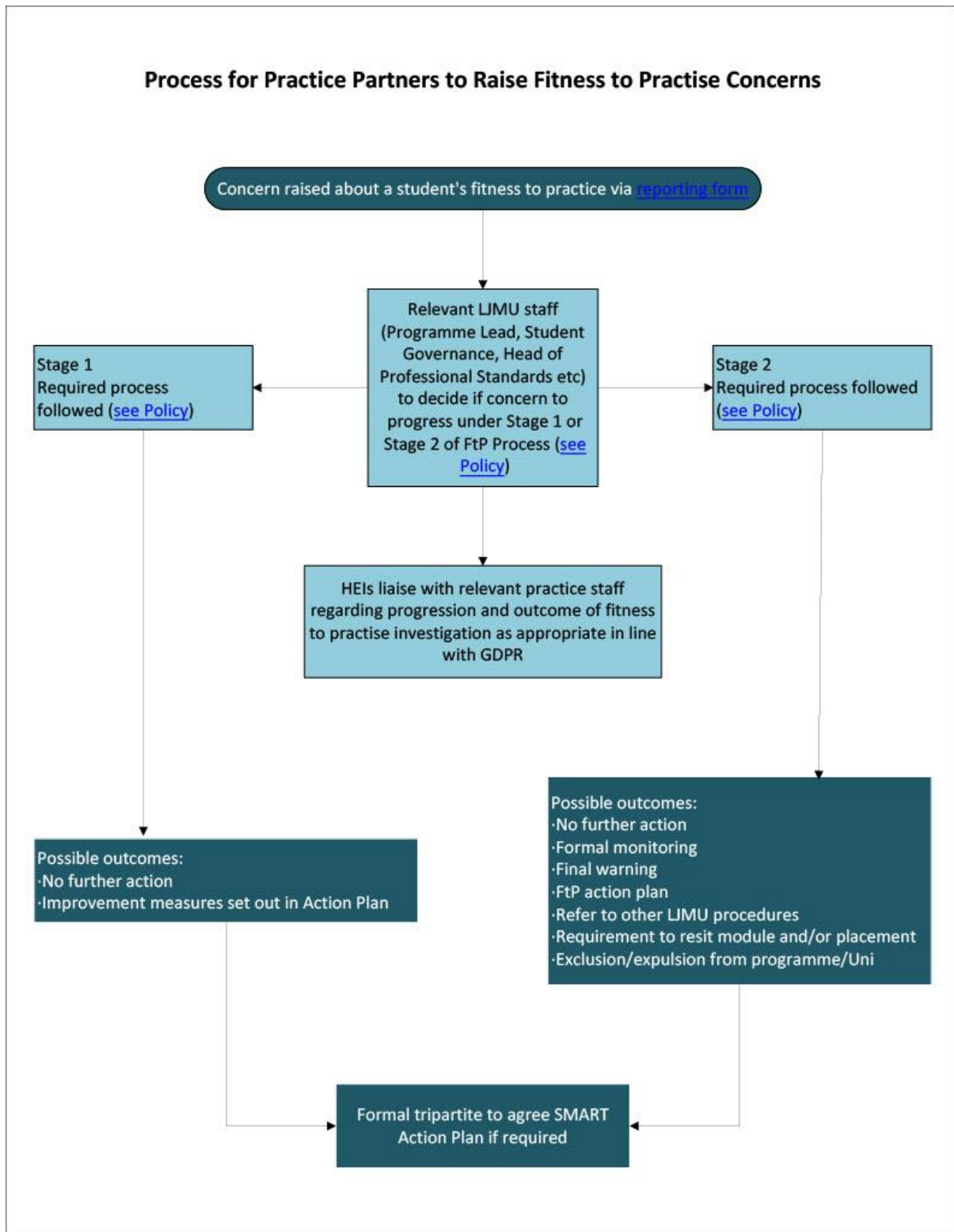
Stage 1
Required process followed (see Policy)

Stage 2
Required process followed (see Policy)

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

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/Uni

Formal tripartite to agree SMART Action Plan if required

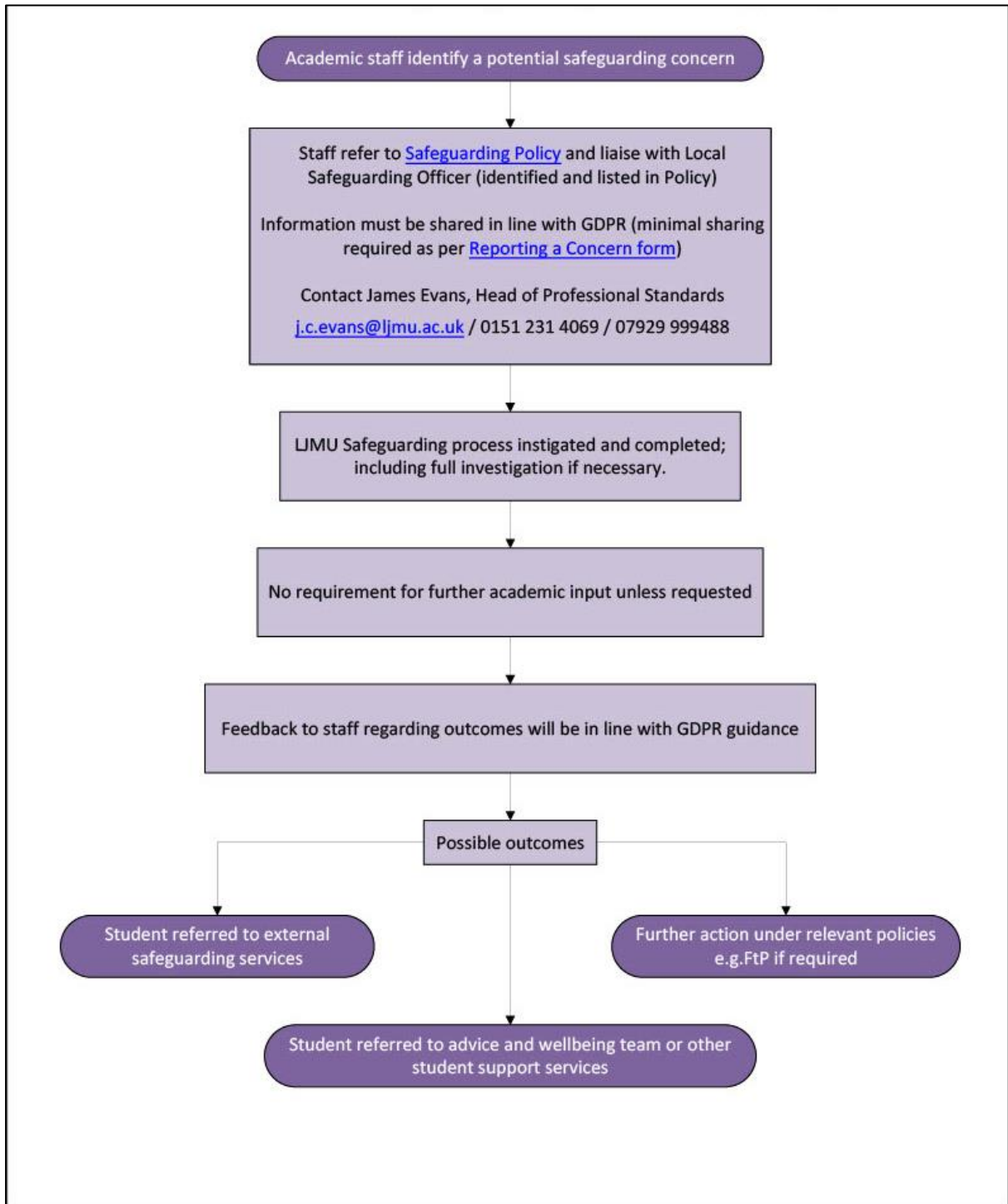More information can be found here: LJMU Fitness to Practise Policy

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 required as per Reporting a Concern form)

Contact James Evans, Head of Professional Standards
j.c.evans@ljmu.ac.uk / 0151 231 4069 / 07929 999488

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

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

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

More information can be found here: LJMU Safeguarding Policy

Process for practice partners raising safeguarding concerns regarding students
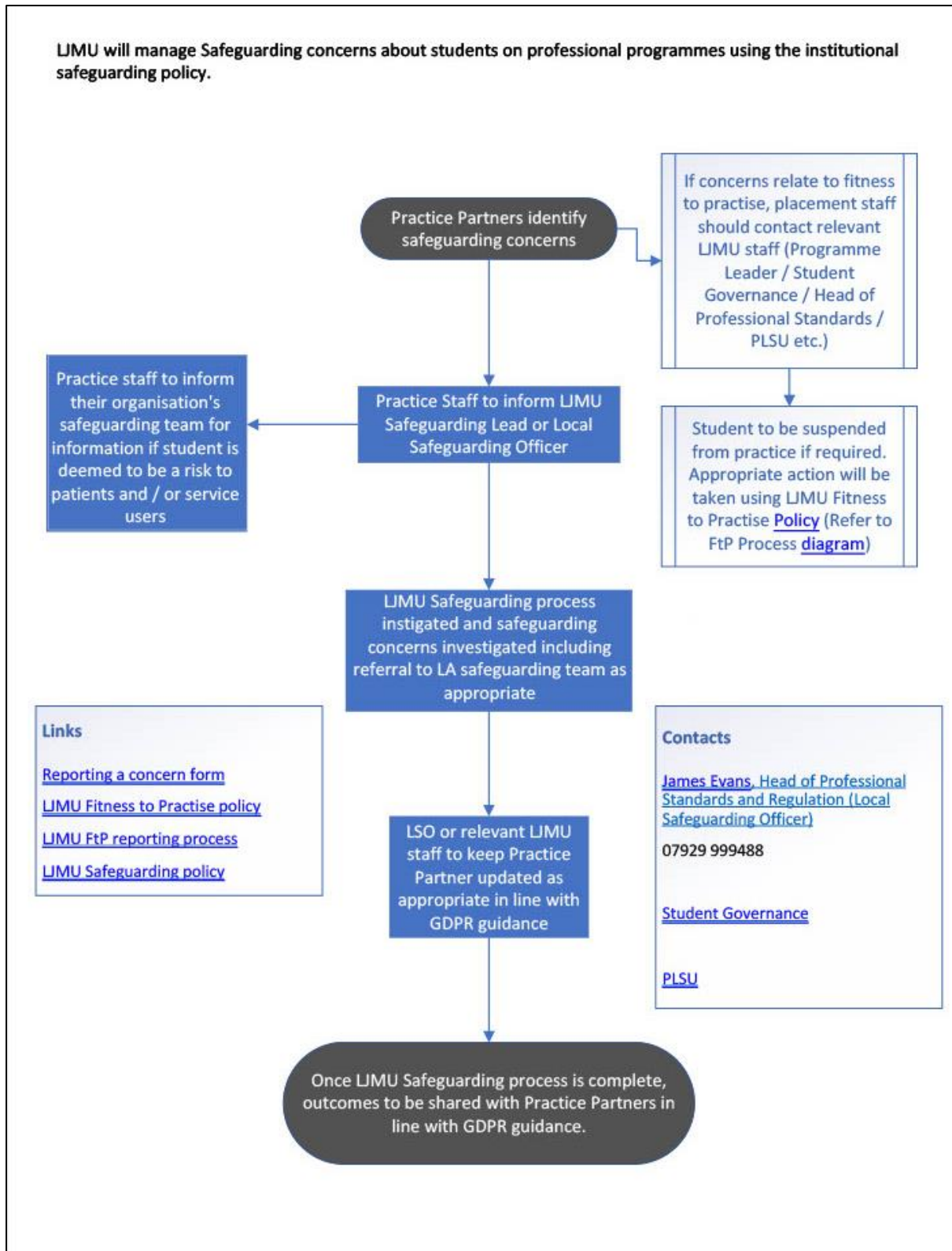
More information can be found here: LJMU Safeguarding Policy

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
- Wellbeing
- Student has a concern about a learning environment

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

Environmental concerns

Concerns about a learning environment can include:

- Environmental concerns relating to compliance educational standards/SSSA
- Health & Safety

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

Please note, students are **NOT** to be given the link to the form to complete themselves. Staff should complete the form alongside a student.

Section 8- The Form

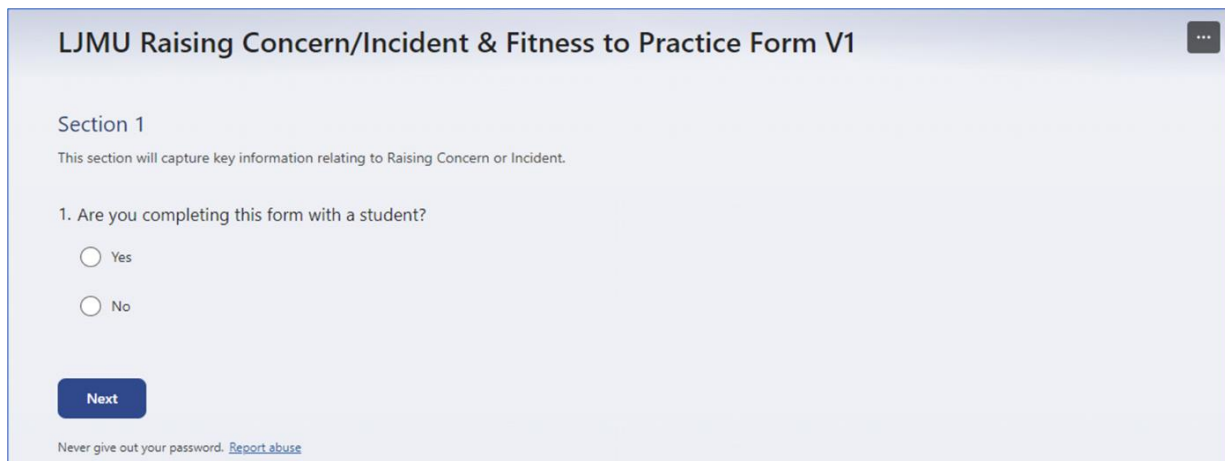### The New LJMU Raising Concern/Incident & Fitness to Practice Form – Explained

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
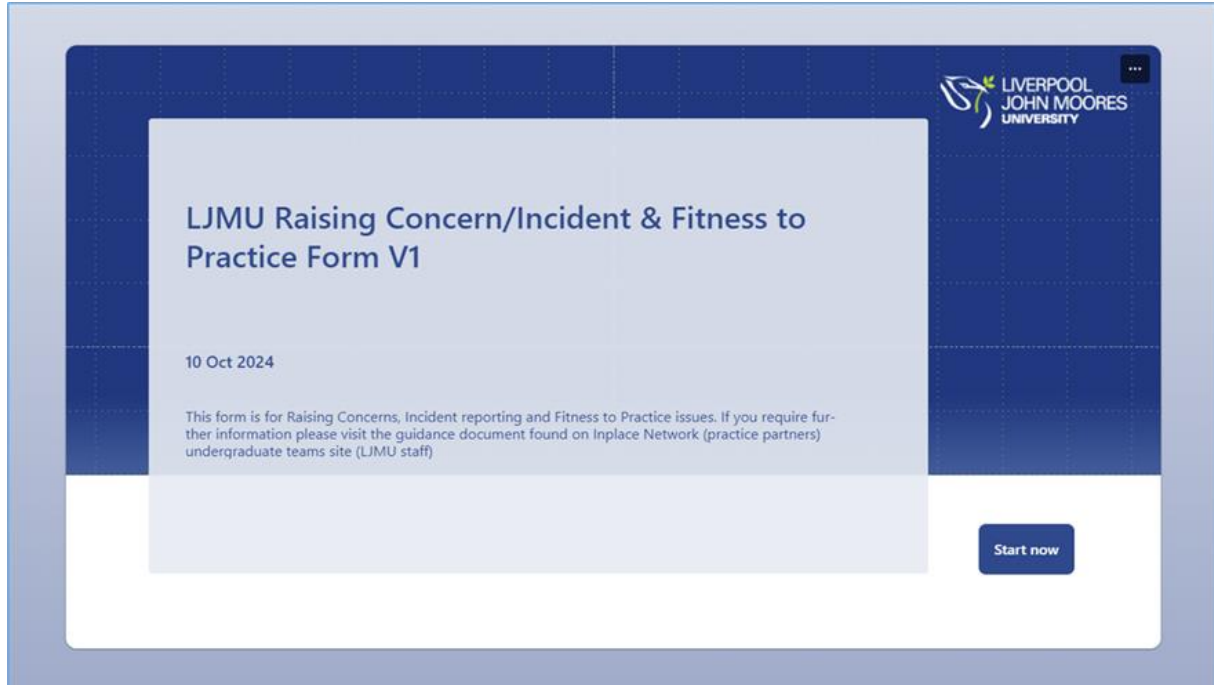
Completing the form

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 just 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 practice 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 are 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.

19. Please provide details of your concern, giving as much information as possible: *
Behaviour / action / incident / issue, please be specific with dates and times.

Enter your answer

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

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

20. What impact does the risk have on your compliance with our educational standards?
This question is for Practice Partners only

Enter your answer

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.

21. What action has been taken to address the issues raised in this form so far?

Enter your answer

Once complete the form can be submitted.

You can print a copy of your answer after you submit

Back   Submit

Never give out your password. Report abuse

Section 9 – Learners reporting process.

The process for learners to report a concern or incident remains the same. Learners should be following the process map within PARE system https://onlinepare.net/.

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 completed forms will **not** be accepted by the SLPL team.

Learners will have access to the flow chart below via their PARE account, the practice learning CANVAS page, and their practice modules. Learners should be encouraged to continue using this flow chart and reference the Guidance for Learners that accompany it.

Raising a concern whilst on placement:
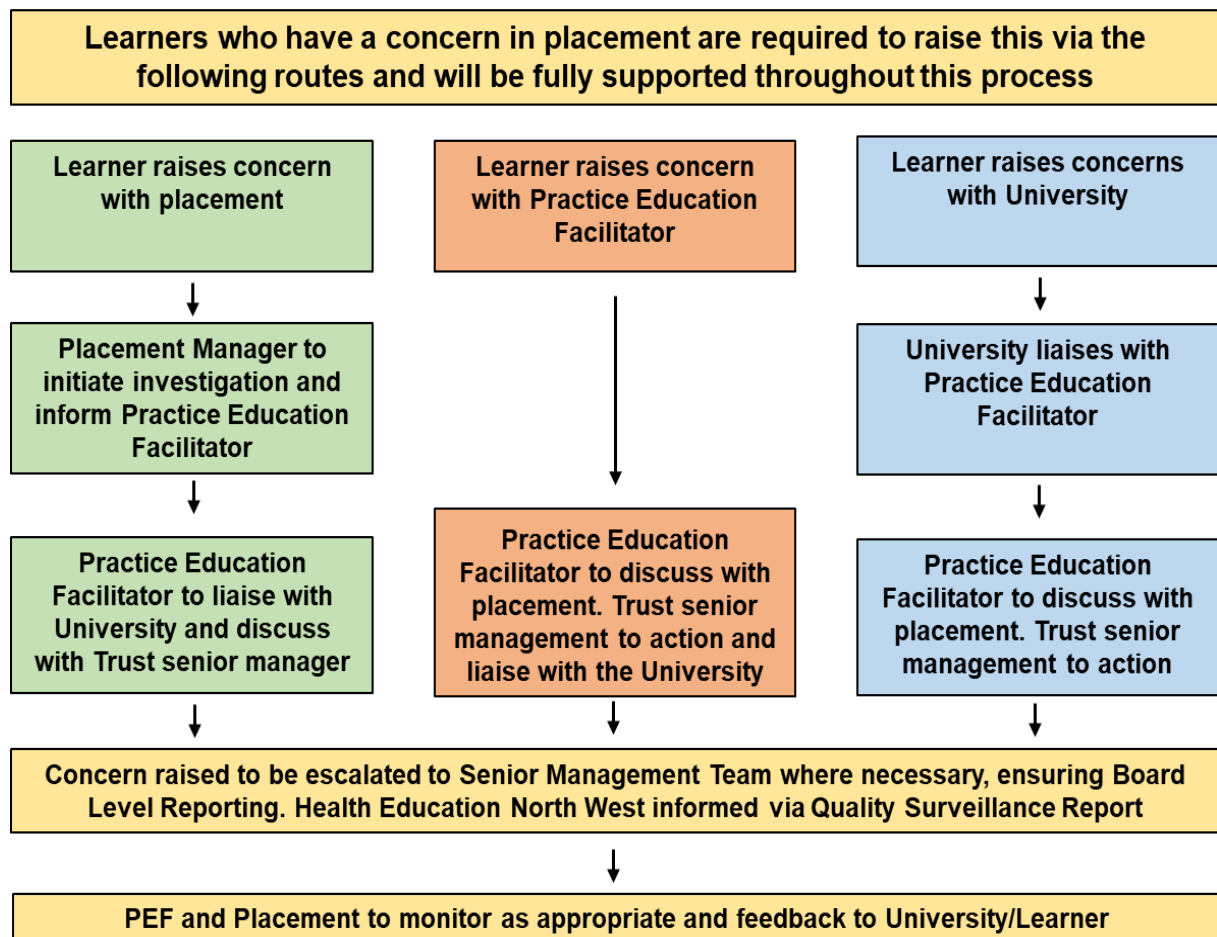
Section 10 – Management of reported issues

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.

A reporting form is completed and submitted to the SLPL team

↓

SLPL team 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 environment link LPL	Concern followed up by Personal Tutor

Professional Standards Contact:

James Evans
Head of Professional Standards

Emily Davies
Professional Standards Administrator

Practice Contacts:

Katie Edwards
Senior Lecturer in Practice Learning

Noeleen Ryan
Senior Lecturer in Practice Learning