

# North West Neonatal Operational Delivery Network (NWNODN) Escalation Guideline



<b>Title:</b>	<b>NWNODN Escalation Guideline</b>
<b>Reference number</b>	<b>GL-ODN-04</b>
<b>Main Author (s)</b>	<b>Karen Mainwaring</b>
<b>Target Audience</b>	<b>All Provider Trusts within the North West Neonatal Operational Delivery Network</b>
<b>Ratified by:</b>	<b>SMT</b>
<b>Date Ratified:</b>	<b>26.1.22</b>
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<b>Version:</b>	<b>Final</b>
<b>Document status:</b>	<b>Document will continue to remain in use until it is incorporated into the Business Continuity Plan later in 2022</b>

<b>Date</b>	<b>Author</b>	<b>Notes</b>
25/06/18		Original document ratified
09/07/2019	C Nash	Amendments to include StEIS incidents & Director contact details up-dated. New front page
July 2019	K Mainwaring	Ratified by NOPG taken for information to locality NSGs.
3/11/2021	C Nash	New template following review ratified by SMT & shared

## North West Neonatal Operational Delivery Network

### Escalation Guideline

#### 1. Introduction

Neonatal services aim to deliver a high quality safe effective service for premature and sick newborns and their families. Services within the North West are provided within three localities, Lancashire & South Cumbria, Cheshire & Merseyside and Greater Manchester which form the North West Neonatal Operational Delivery Network (NWNODN). Potential risk to NWNODN capacity may occur for a number of reasons for example:

- Infectious outbreak, where capacity is affected and/or there is a need to inform Public Health England
- Utility failure for example water, electricity,
- Cot availability
- Staffing,

#### 2. Purpose

To standardise the procedure for escalation of a Neonatal Unit's inability to provide services within the NWNODN and to ensure information, including a StEIS reportable incident, is escalated and communicated to appropriate stakeholders.

#### 3. Scope

Applies to all providers of neonatal care in the North West Neonatal Operational Delivery Network.

#### 4. Responsibilities

##### 4.1. Providers:

- To manage the risk and maintain safety it is expected that there are local escalation and contingency policies in place and are utilised appropriately prior to taking any further action
- Inform Connect NW of status, rationale for declaration and anticipated duration, through usual process.
- Generate an Escalation Alert, Appendix 3 and return to ConnectNW (CNW) and NWNODN Team
- Inform NHS England (NHSE) and Public Health England (PHSE) as appropriate
- To share details of any StEIS incidents submitted at unit or CNW level with the NWNODN team.  
(See Appendix 2)

##### 4.2. Connect NW Cot Bureau (CNW):

- Determine cot status within locality.
- Locate an appropriate cot following NWNODN escalation flow chart ( Appendix 1) and algorithm

##### 4.3. ConnectNW Lead:

- Review locality activity in partnership with cot bureau.
- Follow escalation flow charts.

##### 4.4. NWNODN Team:

- Inform locality/NWNODN NNUs of situation in line with process described in Appendix 1

- Monitor and report capacity within NWNODN responding to any challenges with recommendations.
- Liaise with and support NHSE and PHE as appropriate
- Review shared StEIS incidents in order to establish if further escalation is required and provide additional information to NHSE if requested. A brief summary of StEIS incidents will be presented at the first local Clinical Effectiveness Group (CEG) meetings following the incident, sharing lessons learnt.

## References

NHS England Neonatal Critical Care Service Specifications EO8/S/a

<https://www.england.nhs.uk/commissioning/wp-content/uploads/sites/12/2015/01/e08-serv-specneonatal-critical.pdf>

Operational Delivery Network Memorandum of Understanding (Partnership Agreement) 2017-2019

Department of Health (2009) Toolkit for High-Quality Neonatal Services.

[http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/@dh/@en/@ps/@sta/@perf/documents/digitalasset/dh\\_108435.pdf](http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/@sta/@perf/documents/digitalasset/dh_108435.pdf)

### 5. Monitoring Systems      Monitoring and or Audit

Monitoring and Audit	Frequency	By Whom	Reported to
	Annually	NWNODN Team	SMT & NSGs

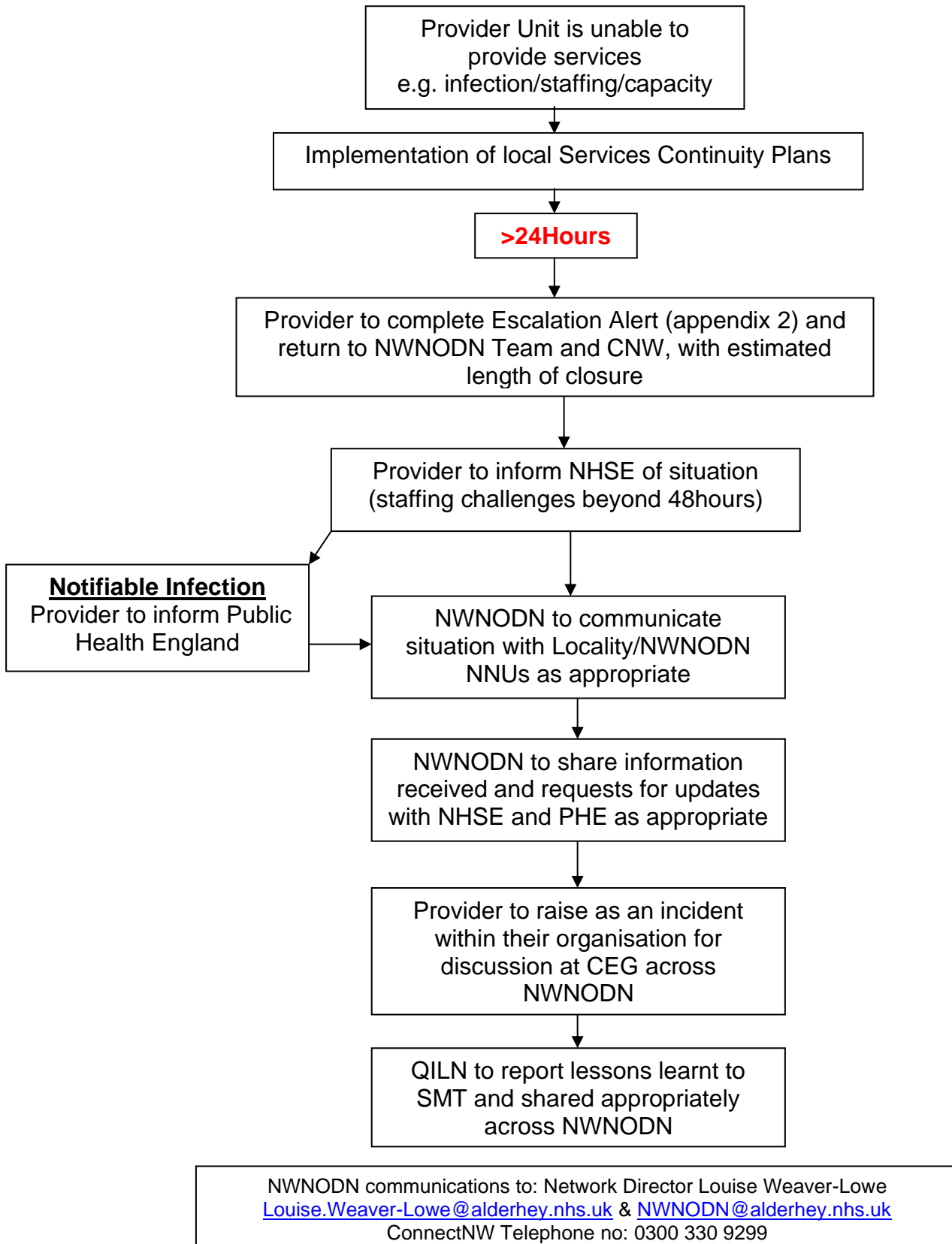
### 6. Appendices

- Escalation Plans: Individual Provider's inability to provide services within North West Neonatal Operational Delivery Network
- Escalation Plan: StEIS reportable incidents, including never events, within the NWNODN
- North West Operational Delivery Network (NWNODN) Escalation Alert

## Appendix 1

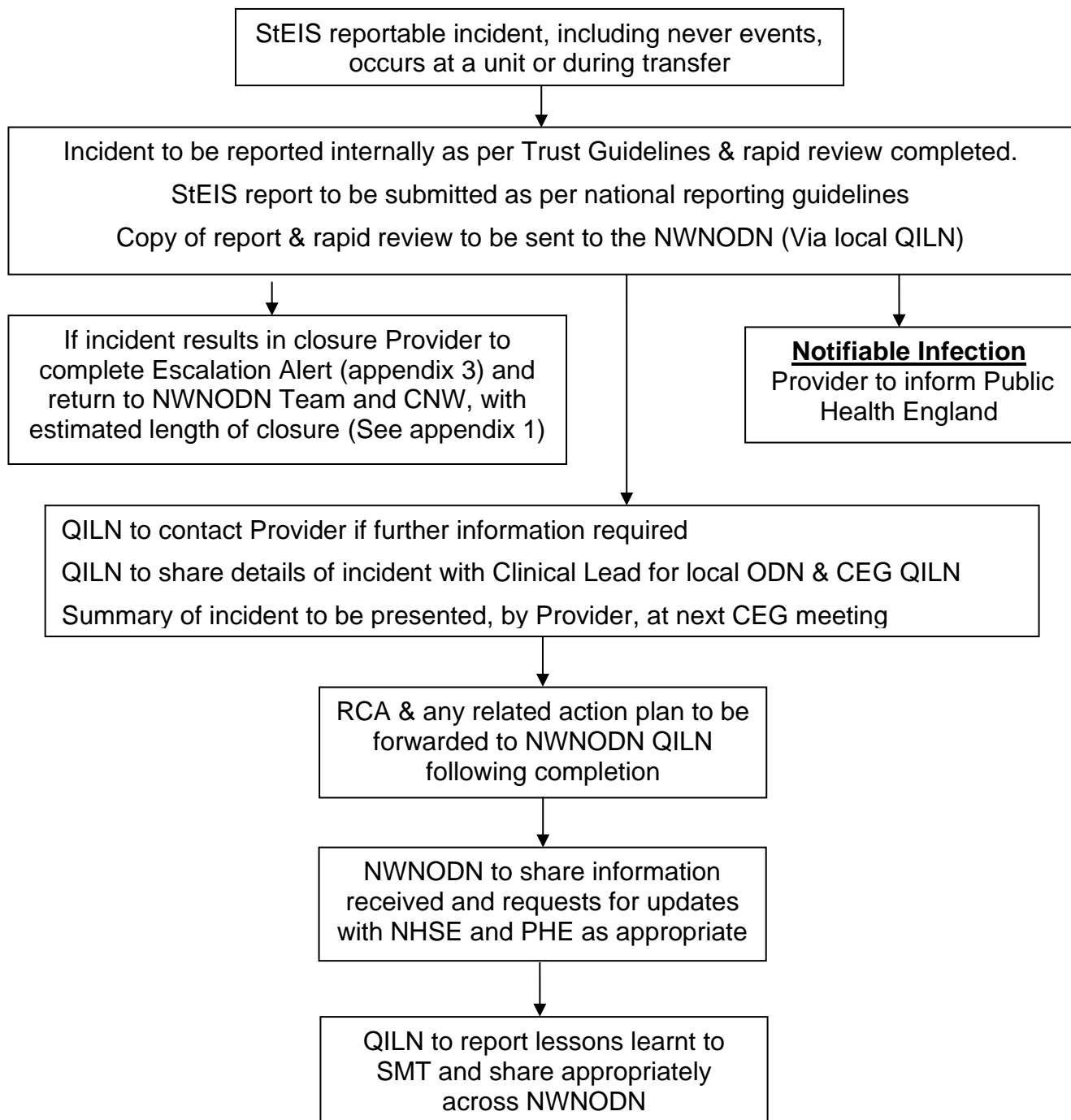
### Escalation Plans

Individual Provider's inability to provide services within North West Neonatal Operational Delivery Network



## Appendix 2

### Escalation Plan Following a StEIS Reportable Incident



NWNODN communications to [NWNODN@alderhey.nhs.uk](mailto:NWNODN@alderhey.nhs.uk) & Quality Improvement Lead Nurse for Local ODN:  
Karen Mainwaring (Greater Manchester) [Karen.Mainwaring@alderhey.nhs.uk](mailto:Karen.Mainwaring@alderhey.nhs.uk)  
Kelly Harvey (Cheshire & Merseyside) [Kelly.Harvey@alderhey.nhs.uk](mailto:Kelly.Harvey@alderhey.nhs.uk)  
Catherine Nash (Lancashire & South Cumbria) [Catherine.Nash@alderhey.nhs.uk](mailto:Catherine.Nash@alderhey.nhs.uk)

**APPENDIX 3**

**North West Operational Delivery Network (NWNODN) Escalation Alert**

To provide information around escalation of a Neonatal Unit’s inability to provide services within the NWNODN and to ensure information is escalated and communicated to appropriate to stakeholders

<b>Request to: Name of person &amp; Organization</b>		<b>Request from: Name of person &amp; Organization</b>	
<b>Date generated:</b>	<b>Estimated length of closure:</b>	<b>Date to be reviewed:</b>	<b>Dated resolved:</b>
<b>NWNODN Ref:</b>	<b>Received by:</b>	<b>NHS England contacted: Y/N</b>	<b>Public Health England Contacted: Y/N</b>
		<b>Date:</b>	<b>Date:</b>
<b>SBAR</b>	<b>Information/comments</b>		
<b>Situation</b> Describe the issue			
<b>Background /rationale</b>			
<b>Action</b> What you did			
<b>Recommendations</b> Where appropriate, plans for future prevention			
<b>Other Information</b> e.g. parents etc.			

<b>Actions By NWNODN Team</b>	<b>Update of actions/progress</b>	<b>Final Summary and any lessons learnt</b>
<b>Date</b>	<b>Date</b>	<b>Date</b>

**N.B. please return completed form by next working day**