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

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| **Title:** | **NWNODN Escalation Guideline** |
| **Reference number** | **GL-ODN-04** |
| **Main Author (s)** | **Karen Mainwaring** |
| **Target Audience** | **All Provider Trusts within the North West Neonatal Operational Delivery Network** |
| **Ratified by:** | **SMT** |
| **Date Ratified:** | **26.1.25** |
| **Review Date:** | **26.1.28** |
| **Version:** | **Final** |

| Date | Author | Notes |
|---|---|---|
| 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 |
| 26/1/2025 | H. Martin | Updated and re-ratified |

**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

This document may be used in conjunction with the NWNODN Business Continuity Plan **https://www.neonatalnetwork.co.uk/nwnodn/wp-content/uploads/2025/01/STR-ODN-01-Business-Continuity-Management-Final-Sept-24.pdf**

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 PSII and LFPSE is escalated and communicated to appropriate to 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 is 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 Connect North West (CNW) and NWNODN Team
- Inform NHS England (NHSE) and UK Health Security Agency (UKHSA) as appropriate
- From October 2024 the LFPSE service will replace NRLS and StEIS reporting, each unit/CNW should report details of any PSII investigations with the NWNODN whereby risk can be reduced across NWNODN. (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. CNW Lead:

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

4.4. NWNODN Team:

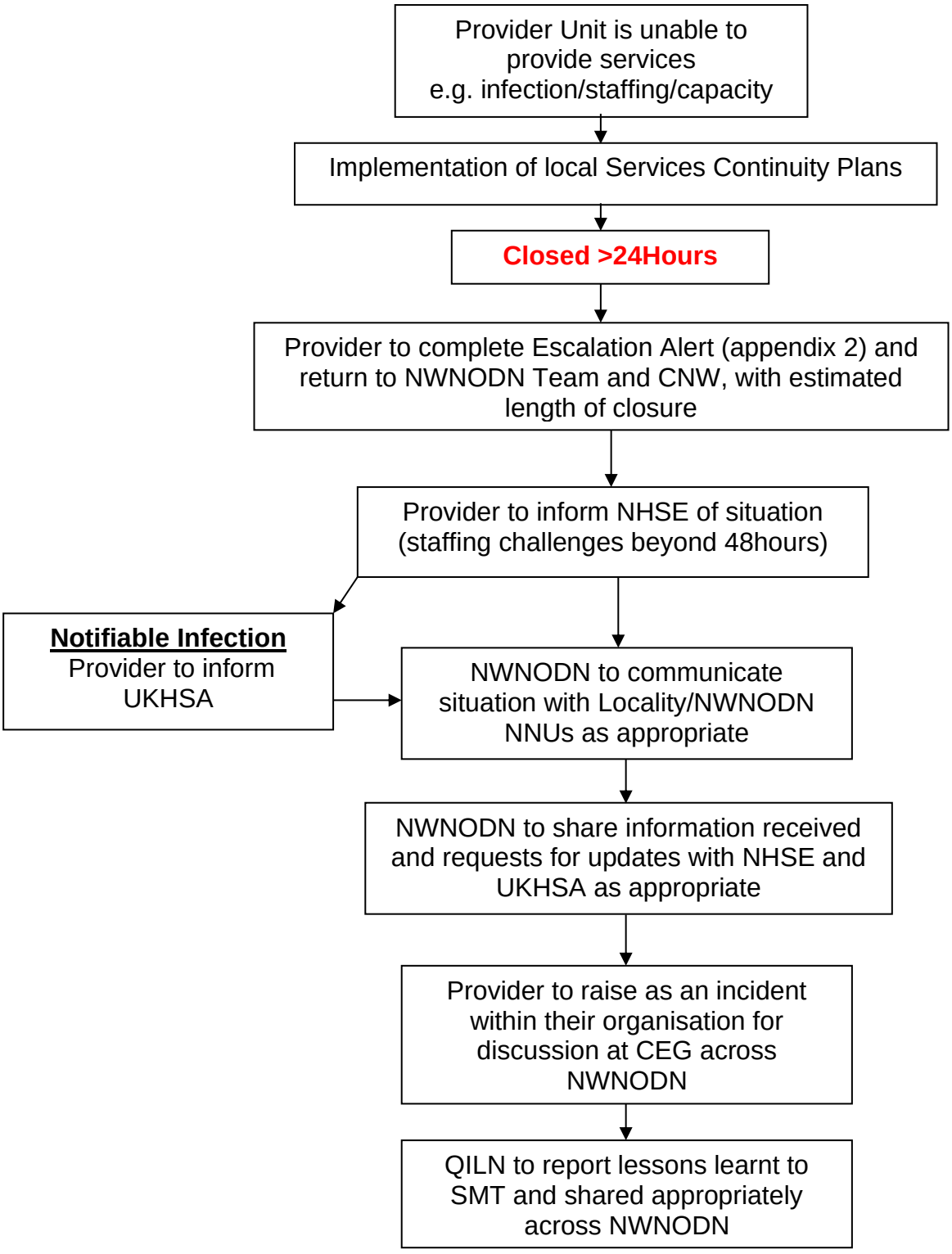
- Inform locality/NWNODN NNUs of situation in line with process described in Appendix 1
- Monitor and report capacity within NWNODN responding to any challenges with recommendations.
- Liaise with and support NHSE and UKHSA as appropriate
- Review shared PSII investigations in order to establish if further escalation is required and provide additional information to NHSE if requested. A brief summary of the PSII will be presented at the first local Clinical Effectiveness Group (CEG) meetings following the incident, sharing lessons learned

5.0 Monitoring Systems Monitoring and or Audit

| Monitoring and Audit | Frequency | By Whom | Reported to |
|---|---|---|---|
| | 3 years | NWNODN Team | SMT & NSGs |

**Appendix 1**

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

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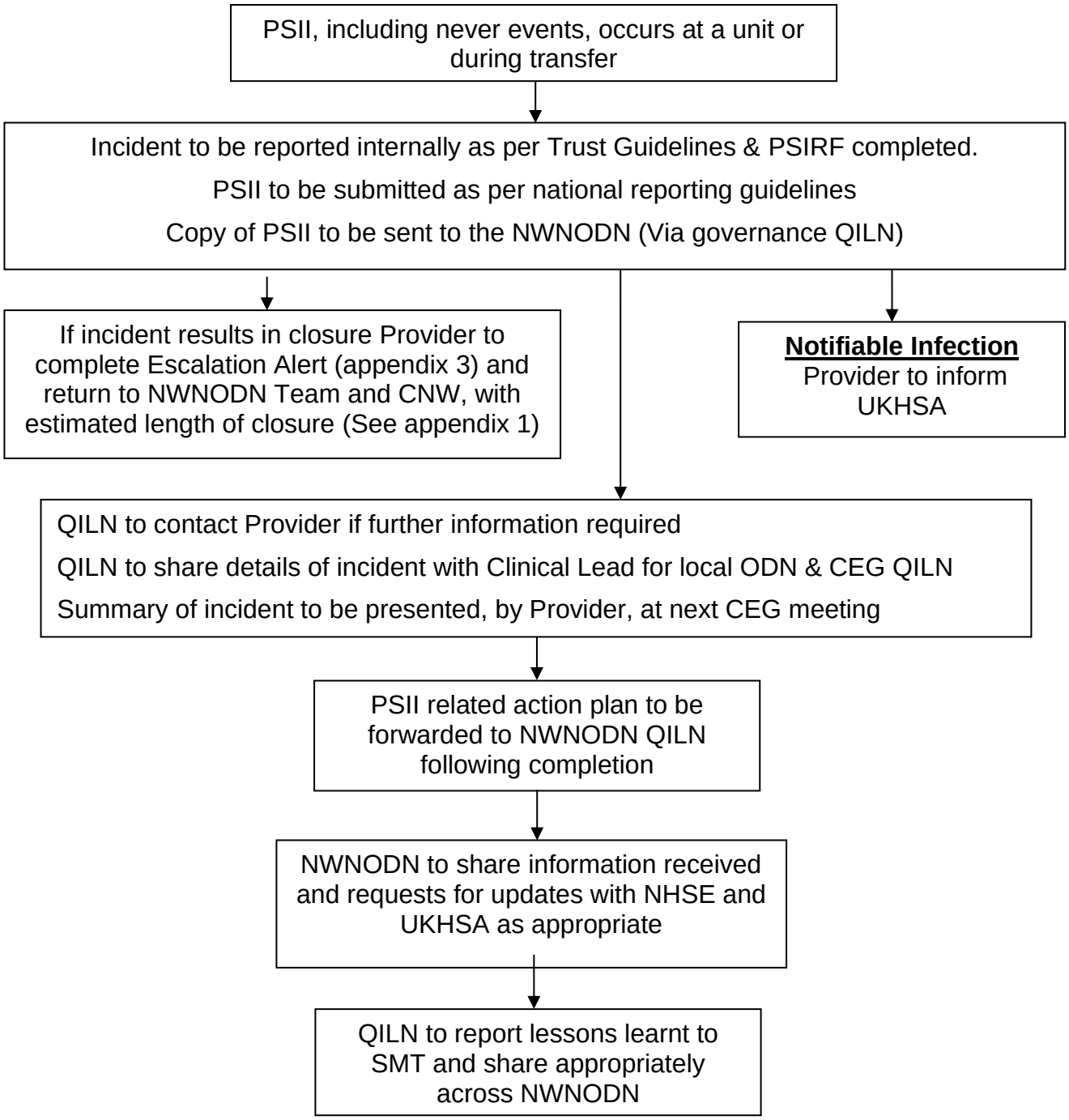
ConnectNW Telephone no: 0300 330 9299

**Appendix 2**

**Escalation Plan Following Patient Safety Incident**

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**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**

| Request to: Name of person & Organization | | Request from: Name of person & Organization | |
|---|---|---|---|
| | | | |
| **Date generated:** | **Estimated length of closure:** | **Date to be reviewed:** | **Dated resolved:** |
| | | | |
| **NWNODN Ref:** | **Received by:** | **NHS England contacted: Y/N** | **UKHSA Contacted: Y/N** |
| | | **Date:** | **Date:** |
| **SBAR** | **Information/comments** | | |
| **Situation** | | | |
| **Background** | | | |
| **Immediate actions** | | | |
| **Recommendations And Plans for future** | | | |
| **Other relevant Information e.g. Communications, parents etc.** | | | |

| Actions By NWNODN Team | Update of actions/progress | Final Summary and any lessons learnt |
|---|---|---|
| **Date** | **Date** | **Date** |
| | | |

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