

Exploratory tool for understanding why the outbreak may have developed and factors that may have contributed.
 Outbreak is defined as 2 or more residents/staff testing positive for COVID19.

- Step 1 – Complete timeline
- Step 2 – Capture the teams (& residents) perspective re why it happened
- Step 3 – Complete the Yorkshire Contributory Factors Framework (YCFF)
- Step 4 – Capture the key contributory factors and areas of good practice
- Step 5 – Share the report

Details of Outbreak		
Setting: St Leonards Hospice, York		
Name of person completing form	Date completed	Date outbreak noted

Step 1 – Timeline of events including capturing discharges into hospital and admissions into the home

Date & Time	Event e.g. First resident/ staff displaying symptoms (suspected COVID)	Actions taken

Step 2 – Gaining a holistic view

Care setting manager perspective on what happened but may also include others (Residents & other visitors i.e. GPs, DNs where possible)

Step 3 - The Yorkshire Contributory Factors Framework



Framework for Resident Infection Investigations: Yorkshire Contributory Factors Framework (YCFF)

The Yorkshire Contributory Factors Framework

Domain 1: Situational Factors		
Team factors		
<p>Did a reduction or change in teamwork contribute to the outbreak?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> • Unclear team aims • Lack of respect for colleagues • Poor adherence to PPE guidance • Poor delegation for jobs • Absence of feedback • Poor adherence to IPC guidance 	<input type="checkbox"/> Yes <input type="checkbox"/> Maybe <input checked="" type="checkbox"/> No	

Individual staff factors		
<p>Were there any reasons this outbreak was more likely to occur with the particular staff involved?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> • Tiredness • Stressed • Rushed • Personal & religious beliefs • Work travel e.g. car sharing • Distracted • Inexperience • Agency • Staff moving between different homes 	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> Maybe <input type="checkbox"/> No	
Task characteristics		
<p>Did the COVID 19 care provision make the outbreak more likely in this setting?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> • Unfamiliar tasks required of care /nursing team • Difficulty in caring for both Covid and Non Covid residents 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> Maybe <input type="checkbox"/> No	
Resident factors		
<p>Were there any reasons the outbreak was more likely to occur in this group of residents?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> • Language barrier • Uncooperative • Complex medical history • Learning disability • Unusual physiology • Dementia • Mental health • Cognitive impairment • Nursing Needs 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> Maybe <input type="checkbox"/> No	

Domain 2: Local Working Conditions

Workload and staffing issues

<p>Was there a reduction in staff hours, workload and staff numbers around the time of the outbreak?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> Increased workload Staff absence Reduction in staffing levels due to dependency levels at the home. Inability to access or use Agency staff. 	<input type="checkbox"/> Yes <input type="checkbox"/> Maybe <input checked="" type="checkbox"/> No	
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Leadership, Supervision and Roles

<p>Was there visible management and leadership at the time of the outbreak, with a support network for staff?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> Unclear responsibilities No Registered Manager in place Role modelling from senior team Lack of direction and supervision Was wellbeing support provided? 	<input type="checkbox"/> Yes <input type="checkbox"/> Maybe <input checked="" type="checkbox"/> No	
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Drugs, Equipment and Supplies

<p>Were there difficulties obtaining the correct drugs and/or working equipment and/or supplies?</p> <p><i>For example:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> EOL – Anticipatory medication Medication shortages Re use of Medication national policy implemented Moving & Handling </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> Staff/resident testing Housekeeping & catering supplies Cleaning & storage of equipment e.g. hoists/ commodes </td> </tr> </table>	<ul style="list-style-type: none"> EOL – Anticipatory medication Medication shortages Re use of Medication national policy implemented Moving & Handling 	<ul style="list-style-type: none"> Staff/resident testing Housekeeping & catering supplies Cleaning & storage of equipment e.g. hoists/ commodes 	<input type="checkbox"/> Yes <input type="checkbox"/> Maybe <input checked="" type="checkbox"/> No	
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equipment not working or
access to services

- PPE supplies
- Unavailable equipment e.g.
thermometers, pulse
oximeters

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Domain 3: Organisational Factors

Physical environment

<p>Did limitations in the home environment play a part in the outbreak developing?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> • Poor layout/inability to cohort/zone • Lack of space • Shared rooms • Poor visibility of residents • Lack of en-suite facilities / hand hygiene facilities • Open plan living areas • Cleaning regime & Covid relevant guidance • Sluice facilities • Laundry Facilities including laundry baskets/skips • PPE Stations. • Clinical waste – disposal and supplies 	<input type="checkbox"/> Yes <input type="checkbox"/> Maybe <input checked="" type="checkbox"/> No	
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Support from other departments

<p>Did problems from other agencies play a role in the outbreak developing?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> • This includes support from clinical services such as DN, GPs, UCPs/YAS, community pharmacy, community therapies, LA, IPC team, PHE, CQC, CCG, LRF 	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> Maybe <input type="checkbox"/> No	
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Bed management & interface with other agencies

<p>Were there any issues or concerns with admissions or discharges that may have played a role in the outbreak developing?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> • Issues with an admission • Transfer inappropriate to needs of resident • Extended support for admitted resident • Prearranged step up/ respite admissions • Lack of out of hours support • Handover on trusted assessment or conversation tool • Funding stream issues • Trusted Transfer Document not used 	<input type="checkbox"/> Yes <input type="checkbox"/> Maybe <input checked="" type="checkbox"/> No	
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Staff training and Education

Did issues with staff skill or knowledge play a role in the outbreak developing?

For example:

- Inadequate Covid training
- Not enough time for training and development
- Practice not up to date with Covid guidance
- Medication
- Observation of practice - IPC/PPE
- No regular updates
- IPC /PPE – CCG training uptake
- eLearning in IPC & Videos
- Swabbing - training and competency

Yes

Maybe

No

Domain 4: External Factors

Design of Equipment, Supplies and Drugs

<p>Did any characteristics of the equipment, disposables or drugs play a role in the outbreak developing?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> Confusing equipment design – EOL Equipment not fit for purpose i.e. HSE approval Unclear labelling and packaging Equipment not appropriate to task 	<input type="checkbox"/> Yes <input type="checkbox"/> Maybe <input checked="" type="checkbox"/> No	
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National/local policies & guidance

<p>Did the lack of implementation of relevant policies, procedure or best practice play a part in the outbreak developing?</p> <p><i>For example:</i></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> Temperature checks Commissioned resources – Covid designated settings National & Local policy Conflict local vs other guidance Auditing – Quality Assurance requirements. </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> CQC Regulatory Framework Organisational guidance/policy Cohorting/zoning staff Winter planning Visitor, professionals & contractors' guidance </td> </tr> </table>	<ul style="list-style-type: none"> Temperature checks Commissioned resources – Covid designated settings National & Local policy Conflict local vs other guidance Auditing – Quality Assurance requirements. 	<ul style="list-style-type: none"> CQC Regulatory Framework Organisational guidance/policy Cohorting/zoning staff Winter planning Visitor, professionals & contractors' guidance 	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> Maybe <input type="checkbox"/> No	
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Domain 5: Communication and Culture

Safety culture

<p>Did the safety culture in your home play a part in the outbreak developing?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> Resident capacity for safety awareness Documenting errors Reporting of COVID symptoms to PHE/LA e.g. outbreak status Staff ownership/responsibility 	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> Maybe <input type="checkbox"/> No	
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<ul style="list-style-type: none"> • Attitude to risk management • Fear of asking questions • Business reputation 		
Verbal and Written communication		
<p>Was written and verbal communication effective?</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> • Poor communication between staff • Effective handover • Lack of communication/notes • Newsletters & Residents meetings • Keeping relatives and friends informed • Unable to contact correct staff • Issues with electronic systems • Unable to read notes • Lack of guidance and posters shared with staff re required practice and behaviours 	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> Maybe <input type="checkbox"/> No	

Step 4 – Summary of key contributory Factors
<p>Domain 1 – Situational Factors;</p> <p>Domain 2- Local Working Conditions</p> <p>Domain 3 – Organisational Factors;</p> <p>Domain 4-External Factors;</p> <p>Domain 5- Culture and Communication</p>

Areas of good practice to be shared	

Step 5 – Sharing of the learning	
Date	Shared with?

Feel free to adapt and share this document with acknowledgement to the Yorkshire and Humber Improvement Academy.