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**Report To: Social Work & Social Care Scrutiny  
Panel**

**Date: 6 December 2022**

**Report By: Kate Rocks  
Chief Officer  
Inverclyde Health & Social Care  
Partnership**

**Report No: SWSCSP/06/2023/LM**

**Contact Officer: Laura Moore – Chief Nurse**

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**Subject: Bagatelle Report – Social Work and Social Care Oversight - December 2022**

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## **1.0 PURPOSE AND SUMMARY**

1.1  For Decision  For Information/Noting

1.2 On 12 August 2022 there was a fire on the 3<sup>rd</sup> floor of Bagatelle Court sheltered housing complex.

To identify learning from across the HSCP from the incident a debriefing session was held on 25 August 2022 for all staff who wished to participate – staff were able to attend in person, respond via a template or both.

The event was well attended and a lot of good learning was identified. The aim of this brief SBAR was to share the learning with the SMT and to ensure that the recommendations within it are taken forward.

It has been agreed that the report will also be presented to the Social Work and Social Care Scrutiny Panel for information / noting.

## **2.0 RECOMMENDATIONS**

2.1 It is recommended that the Social Work and Social Care Panel note the contents of the report and the actions agreed by the HSCP as set out at paragraph 4.1 of the report.

**Kate Rocks  
Chief Officer  
Inverclyde Health & Social Care Partnership**

### 3.0 BACKGROUND AND CONTEXT

3.1 On learning that a fire had taken place at a local sheltered housing complex numerous members of the HSCP team responded quickly to the incident and resources were allocated to the scene of the fire to support the individuals who had unfortunately been displaced from their homes.

Post the incident it was agreed internally that a debrief event for staff to be given the opportunity to reflect on their learning would be both supportive and helpful.

Staff were invited to the debrief event, held virtually on MST and asked to bring any reflections / learning with them on a template or to share their completed template if they could not attend.

Staff were asked –

- What do you feel went well?
- Was there anything that we could have done better?
- Have you any suggestions for future learning?

Responses have been collated from all available sources and split in to themes.

The overarching feeling from all who were involved in the event were that the HSCP staff involved all responded very well to the event.

Key themes from the feedback regarding what went well were –

- Staff responded very quickly and calmly, taking time to learn the facts
- There was good communication between HSCP staff RCH and all other agencies and a feeling of commitment to work in partnership
- There was a responsive “all hands on board” approach, with staff offering to assist in any way they could
- Daily briefing sessions after the event ensured everyone was kept up to date with ongoing actions
- There was a sense of team spirit and pride in this and how the event was managed

In relation to what could have gone better / learning, the debrief was a positive session where staff contributed in an open and honest manner, sharing their reflections and ideas about what we could do better and learn from.

The key themes which emerged in relation to what we could do better / learn from related in the main to systems and processes related to incident management but could be divided in to themes –

#### **Grab bags**

- More emergency grab bags to be available (including at Greenock HC) and staff to be aware of locations
- Role specific action cards and 4G dongle to be included
- Information on how to access funding to pay for essential items/transport to be included
- List of internal & external telephone numbers of who should be notified, transport etc to be included
- System to be included in emergency grab bags to be used to identify those people who have been spoken to already by services - possibly Stickers

- Incident paperwork, including a log to be in grab bags and electronically

### **Training**

- Training to be made available for all staff re roles & procedures
- Identified and trained loggists required / access to them
- More staff to be trained to use emergency equipment

### **Escalation**

- To have official documentation on escalation plans, paperwork required, and responsible persons - to ensure available support is utilised & procedures followed
- Escalation route for care homes to get in touch with correct teams and ongoing agreed contact for escalation to be agreed

### **General**

- Departments to be adequately covered to cope with incidents at all times including peak holiday times
- Could we have had less people on site?

In addition staff had taken the time to reflect on some potential issues –

- How would this incident have been managed Out of Hours? What would the HSCP responsibilities have been and what would the escalation routes have been?
- How different would this have been if the weather had been bad and both staff and residents had to be inside away from cold / wet?

On discussion it was felt that some scenario work to actually work through how these situations would have been managed differently would be really useful and help staff to gain valuable skills for future incident management.

## **4.0 PROPOSALS**

- 4.1
- That all staff and partners are recognised for their hard work and valuable contributions on the day, in relation to this debrief work and for some on an ongoing basis.
  - That this debrief is shared with the leads for local Civil Contingency Planning and those responsible for the upkeep of local incident management policies and “grab bags” to ensure learning is embedded in our local processes
  - That the contents and location of “grab bags” is updated and shared.
  - That current incident management policies are shared with all Senior staff.
  - That staff training in Incident management, including scenario work is rolled out across the organisation to all current staff and as part of induction processes
  - That Feedback is provided to SMT for assurance.

## 5.0 IMPLICATIONS

5.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO	N/A
Financial		X	
Legal/Risk		X	
Human Resources		X	
Strategic (LOIP/Corporate Plan)		X	
Equalities & Fairer Scotland Duty		X	
Children & Young People's Rights & Wellbeing			X
Environmental & Sustainability			X
Data Protection			X

## 5.2 Finance

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
N/A					

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments
N/A					

## 5.3 Legal/Risk

There are no legal or risk implications arising from the contents of this report. This is a noting report for the Social Work and Social Care Panel's information.

## 5.4 Human Resources

There are no human resource implications arising from the contents of this report.

## 5.5 Strategic

There are no specific strategic implications arising from the contents of this report.

## 5.6 Equalities and Fairer Scotland Duty

Any training which is provided to staff will be made available and accessible to all.

(a) Equalities

This report has been considered under the Corporate Equalities Impact Assessment (EqIA) process with the following outcome:

	YES – Assessed as relevant and an EqIA is required.
X	NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, assessed as not relevant and no EqIA is required.

(b) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report’s recommendations reduce inequalities of outcome?

	YES – A written statement showing how this report’s recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed.
X	NO – Assessed as not relevant under the Fairer Scotland Duty for the following reasons: Provide reasons why the report has been assessed as not relevant. - Report does not affect or propose a major strategic decision.

**6.0 CONSULTATION**

6.1 N/A

**7.0 BACKGROUND PAPERS**

7.1 None