Mental Health CAS Call Audit Framework

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V1	Aimee Henley	September 2024
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Contents

Introduction

The Integrated Access Partnership enables patients in crisis and emergency service professionals on scene with patients, access to Mental health professional support and advice.

Audits will be performed to ensure that we are ensuring a high level of Quality Care and Patient Care on every call coming into the Professional Line, with accurate data being collected and the appropriate action being taken by the Call Handler. We aim to answer every call with the utmost professionalism and customer service, leaving the caller confident with the service they have received.

Call Handlers will be audited monthly, with up to two calls being checked for each Call Handler.

The audit actioned each month will follow a bi-monthly rotation to cover incoming and outgoing safety calling, as outlined below, with the Call Handlers being audited against 8 criteria. This criteria will equate to an overall percentage score for each call which will demonstrate their performance level.

Call Auditing Process

Call Selection

Incoming calls to be audited will be selected using the below:

Standard QR Reports > QR04 Sample Call Handlers > Mental Health Call Audit filter within Adastra.

The number of calls to be reviewed is 10 calls for each call handler, one patient and one professional line call.

Outgoing calls to be audited will be selected by using the IUC advice exception report spreadsheet. The information analyst will add comments to each breached call to inform if it has been safety called and who is completing the call. This will then be filtered to each caller and calls will be selected at random. Each caller with more than two safety calls will be audited.

- Calls will be accessed using the appropriate call recording platform, no calls will be downloaded or stored.

Wherever possible a variation of call types will be listened to for incoming calls.

Individual Review

All call-taking staff including shift managers will be routinely audited monthly. The Lead Call Auditor (LCA) will review a minimum of two calls per Call Handler and communicate the results of each staff member's Call Audit with the staff member via email, copying in their Line Manager for information. New Call Handlers within their first month of working with SevernSide will have 10 of their calls audited.

Audit Criteria – Incoming calls

Call Handlers will be scored against 8 criteria, outlined below.

Greeting (2 points maximum)

The Call Handler should politely greet the caller, introducing themselves using their name and the company name in line with the call handling script.

Taking Demographics (4 points maximum)

The Call Handler should ask the caller for the demographic as set out on the call handler script.

The Call Handler must take the caller's contact number first before any other demographic detail, in order to allow us to reconnect with the caller should we lose the call.

The Call Handler should ask the caller for all demographic details, rather than reading what is already recorded on the system (eg. "What is their home address?" rather than "Do they still live on Hawkfield Way?")

Caller Details (4 points maximum)

As well as their contact number, the Call Handler should take and record the caller's name, and if appropriate, the service they are calling from (eg. Police, Fire or Ambulance). The Call Handler should select the correct Relationship to Caller and assign the case the appropriate priority.

Verifying Details (4 points maximum)

The Call Handler should double-check details given to verify accuracy. Phone numbers should be read back to the caller to confirm they are correct, and the Call Handler should always check and record the patient's current location. If the patient is not currently at home, their home address and current location should both be recorded on the case. The Call Handler should validate the demographic details against those held on the NHS Spine, via the 'Lookup' function in Adastra.

Recording Symptoms and Information (4 points maximum)

The Call Handler should record appropriate information which will assist the clinician making the callback. The Call Handler should ask for all relevant information depending on the type of call as per the relevant call script. The Call Handler should ask questions if more detail is needed.

Phone Manner (2 points maximum)

The Call Handler should represent SevernSide with professionalism and have a polite and pleasant phone manner. The Call Handler should build rapport with the caller.

Next Steps (2 points maximum)

The Call Handler should clearly explain to the caller the process of what will happen next, including appropriate discussion of timeframes.

Confidence (2 points maximum)

The Call Handler should handle the call confidently, leaving the caller satisfied with the management of the call.

Audit Criteria – Outgoing calls

Callers will be scored against 8 criteria, outlined below.

Greeting

Greets caller by stating their name, service name and clarifying their role. Checks who they are speaking with.

Reason for call

Apologises for the wait the patient has had and sets patients expectations.

Patient safety

Checks how the patient is feeling and if their symptoms have worsened or improved.

Time

Takes the appropriate amount of time to allow the patient to feel listened to and confident we know how they are feeling.

Documents changes

Clearly documents any the changes to the patient's symptoms, giving the clinical team a clear picture of the patient's situation. Adding a tag where appropriate.

Phone Manner

Caller is polite and professional, builds rapport with patient.

Next Steps

Caller clearly explains process of what will happen next and gives clear worsening advice to call back to 111 if needed.

Confidence

Caller handles call confidently, leaving patient satisfied that they will receive a call back.

Scoring

The various criteria have different weightings, with some being worth a maximum of 2 points, and others 4. Criteria worth 2 points can be scored at either 2, 1 or 0, and criteria worth 4 points are scored at 4, 2 or 0. Overall points are totalled and a percentage score assigned.

The overall scores are colour-coded as follows:

Status	Description	Audit Requirements
Red <80	Call Handler is not meeting required standards in the role and needs to show significant improvement.	100% of calls to be monitored by Line Manager and performance will be managed in line with the Performance review process
Amber <90	Partial achievement – improvement is required	5 cases to be reviewed following month by Lead Auditor & line manager
Green >90	Full achievement – Call Handler has demonstrated excellent knowledge and patient care	2 cases to be routinely reviewed as per schedule by Lead Auditor
Purple	New Call Handler following completion of training in first month of working for the service	10 cases of first solo shifts listened to.

The call audit target performance is 95% or above. Call Handlers who performance is Red or Amber for three months will need to make significant improvement and be managed in line with the Performance Management Policy.

Feedback

Call Handlers will receive feedback on their audits monthly via email. This email will contain the overall score gained for each call, the average score for the month across all Call Handlers as group and the required audit target performance of 95% or above. There is also a 'comments' column where specific feedback can be addressed. The Line Manager of each Call Handler (where this is not the LCA) will be copied in to the feedback email so that they can keep track of their team member's progress and can address feedback with them.

Roles and Responsibilities

ROLE	NAME	RESPONSIBILITY
Lead Call Auditor	Team Manager – Call Handler Lead	To carry out call audits for all Mental Health CAS call handlers and shift managers To maintain database and collate the results of each audit To attend monthly QPR Meeting and report on Mental Health CAS Call Handling performance To provide feedback to members of team and arrange training if necessary
Team Manager	Assigned	To assist in further training of Call Handlers causing concern. To assist the Lead Call Auditor with the auditing process with new starters and those requiring improvement
People Partner	Sarah Aubertin	To support in the Formal Performance Management process.

Change Table

Date	Version	Author	Change details
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