



Site visit inspection report on compliance with HTA licensing standards

East Surrey Hospital

HTA licensing number 12117

Licensed under the Human Tissue Act 2004 for the

- **making of a post mortem examination;**
- **removal from the body of a deceased person (otherwise than in the course of an anatomical examination or post-mortem examination) of relevant material of which the body consists or which it contains, for use for a scheduled purpose other than transplantation; and**
- **storage of the body of a deceased person or relevant material which has come from a human body for use for a scheduled purpose**

5 April 2017

Summary of inspection findings

The HTA found the Designated Individual (DI), the Licence Holder (LH), the premises and the practices to be suitable in accordance with the requirements of the legislation.

Although the HTA found that East Surrey Hospital (the establishment) had met the majority of the HTA standards, six minor shortfalls were found against the consent, governance and quality, traceability and premises facilities and equipment standards.

Particular examples of strengths and good practice are included in the concluding comments section of the report.

The HTA's regulatory requirements

Prior to the grant of a licence, the HTA must assure itself that the Designated Individual is a suitable person to supervise the activity authorised by the licence and that the premises are suitable for the activity.

The statutory duties of the Designated Individual are set down in Section 18 of the Human Tissue Act 2004. They are to secure that:

- the other persons to whom the licence applies are suitable persons to participate in the carrying-on of the licensed activity;
- suitable practices are used in the course of carrying on that activity; and
- the conditions of the licence are complied with.

Its programme of site visit inspections to assess compliance with HTA licensing standards is one of the assurance mechanisms used by the HTA.

The HTA developed its licensing standards with input from its stakeholders. They are designed to ensure the safe and ethical use of human tissue and the dignified and respectful treatment of the deceased. They are grouped under four headings:

- consent
- governance and quality systems
- traceability
- premises facilities and equipment.

This is an exception-based report: only those standards that have been assessed as not met are included. Where the HTA determines that there has been a shortfall against a standard, the level of the shortfall is classified as 'Critical', 'Major' or 'Minor' (see Appendix 2: Classification of the level of shortfall). Where HTA standards are fully met, but the HTA has identified an area of practice that could be further improved, advice is provided.

HTA inspection reports are published on the HTA's website.

Background to the establishment

The mortuary at East Surrey Hospital is located on the ground floor of the main hospital building. The governance of the mortuary comes under Frontier Pathology NHS Partnership, a joint venture between Brighton and Sussex University Hospitals and Sussex and Surrey Healthcare NHS Trusts pathology services.

The establishment receives approximately 2,700 bodies each year from the hospital and the community, and performs up to 1,200 post mortem (PM) examinations annually. The majority of PM examinations are undertaken on behalf of the Coroners for Surrey and Sussex, including a small number of Home Office PM examinations. Occasional hospital consented PM examinations are also carried out at the establishment. Consent for adult hospital PM examinations is sought by clinicians with the support of mortuary staff who have a clear understanding of what is involved in the process and of the requirements of the Human Tissue Act.

Perinatal and paediatric cases are sent to another HTA-licensed establishment for PM examination. In the majority of cases, consent is sought by a trained midwife using the Stillbirth and Neonatal Death charity (Sands) information leaflets and consent forms. However, there are a small number of cases where consent has been taken by clinical staff at the establishment, who have not received training in seeking consent for PM examination and may not have fully explained to parents what is involved or the options available (see shortfall against standard C2a).

The mortuary body store comprises 128 fridge spaces, including eight that are dedicated for bariatric cases, where the rollers can bear weight up to 310 kilograms, and five spaces that are used for babies. Additionally, there are eight freezer spaces, which are locked to ensure porters do not use them accidentally when admitting bodies. There is a separate fridge for pre-term babies and products of conception. All the fridges and freezers are alarmed by a remote monitoring system that contacts a pre-agreed list of people when triggered; however, the system is not tested regularly outside of the annual maintenance of the alarms. At the time of inspection, a bank of five fridges was closed due to a leak from the floor above (see shortfall against standard PFE1a). Contingency arrangements for busy periods, when capacity is reached, include the hire of a temporary body storage and transfer to another HTA licensed establishment.

Hospital porters transfer the deceased from within the hospital to the mortuary. Bodies of those who die in the community are brought in by funeral directors appointed by the Coroner. If the funeral directors require access to the mortuary out of hours, they contact the porters who are responsible for admitting the body in to the mortuary. Mortuary staff train the Head

Porters who, in turn, cascade the training for all porters to ensure they are aware of mortuary practices.

In addition to a paper mortuary register which the porters and mortuary staff complete, there is an electronic system completed by mortuary staff that manages the tracking of the deceased in their care. This electronic system highlights deceased with same/similar surnames, records details of property, viewings and also flags up if a body has been in the mortuary for more than 21 days.

The PM suite has downdraft ventilation and three PM tables. There is a separate dissection area and a 'one-at-a-time' system is used to avoid mix-up of tissue samples and organs removed during PM examination. Protective equipment for conducting both routine and high-risk post mortem examinations is available.

Viewings of the deceased are arranged via the hospital bereavement service, the Coroner's office or with the mortuary itself. During working hours, the Anatomical Pathology Technologists (APTs) accompany visitors to the viewing suite in the mortuary. Out of hours viewings are undertaken by the hospital Site Coordinators. The Site Coordinators have not taken up the offer of training from mortuary staff on proper preparation of the viewing suite, identification of the deceased or on how to confirm with the family who they have come to see. Lone viewings, undertaken while only one member of staff is present in the mortuary, are very rare, as is lone working; however, staff safety has been considered and there is a personal alarm that staff can wear, which alerts security if triggered. The doors from the viewing room to the rest of the mortuary are lockable.

The mortuary has a specific form, which is completed by the family of the deceased, that funeral directors must produce before releasing a body. Out of hours release of bodies can only be undertaken by mortuary staff. Signage within the mortuary and the porter training make it clear to porters that the on-call APT must be contacted if release of a body is necessary.

The establishment has been licensed since 2007 and this was the third routine site-visit inspection. The HTA conducted a visual inspection of the premises, reviewed documentation and carried out interviews with the Designated Individual, the Corporate Licence Holder contact and establishment staff.

As part of the inspection, an audit of the body store was undertaken, where five bodies were selected at random, including one from the freezer and two that had undergone PM examination. Details from the body identification tags and the physical location of the bodies were cross-checked against the establishment's electronic mortuary register and the location information on the white boards. Additionally, details of tissue retained during two PM

examinations were compared with records documenting the wishes of the family and tissue stored in the mortuary. No anomalies were found during these audits. Process audits of the establishment releasing two bodies from the mortuary to funeral directors were also undertaken.

Inspection findings

The HTA found the Licence Holder, the Designated Individual and the premises to be suitable in accordance with the requirements of the legislation.

Compliance with HTA standards

Standard	Inspection findings	Level of shortfall
C1 Consent is obtained in accordance with the requirements of the Human Tissue Act 2004 (HT Act) and as set out in the HTA's codes of practice		
(b) There is a documented standard operating procedure (SOP) detailing the consent process	There is no SOP for consent seeking in paediatric and perinatal PM examinations.	Minor
C2 Staff involved in seeking consent receive training and support in the essential requirements of taking consent		
(a) There is training for those responsible for seeking consent for post-mortem examination and tissue retention, which addresses the requirements of the HT Act and the HTA's codes of practice	On occasion consent for perinatal and paediatric PM examinations is sought by staff who have not had specific training in the process or the requirements of the HT Act and HTA codes of practice.	Minor
GQ3 Staff are appropriately qualified and trained in techniques relevant to their work and demonstrate competence in key tasks		
a) All staff who are involved in mortuary duties are appropriately trained/qualified or supervised	The Site Coordinators who oversee out of hours viewings have not been trained in the mortuary procedures they undertake, such as conducting viewings of the deceased, including checking the identity of the deceased and checking who the family have come to see or procedures for securing the mortuary.	Minor

GQ5 There are systems to ensure that all untoward incidents are investigated promptly		
a) Staff know how to identify and report incidents, including those that must be reported to the HTA	There has been no training for the Site Coordinators, porters or midwives seeking consent for PM examination on what incidents should be reported to the mortuary or to the HTA.	Minor

T1 A coding and records system facilitates traceability of bodies and human tissue, ensuring a robust audit trail		
b) Three identifiers are used to identify bodies and tissue, (for example post mortem number, name, date of birth/death), including at least one unique identifier	The establishment's procedures rely on a minimum of two points of identification for checking the identity of the deceased. The release of two bodies was observed during the visual inspection and in both cases, only the deceased's name and date of birth were checked on the body identification tag against the 'Pink Form' with the funeral directors when releasing the body from the mortuary.	Minor

PFE1 The premises are secure and well maintained and safeguard the dignity of the deceased and the integrity of human tissue.		
a) The premises are clean and well maintained	There is leak in the roof of the mortuary coming from the floor above the fridges. This is allowing fluid to leak into the fridge meaning that mortuary staff have had to cease using this part of the fridge This leak is an ongoing issue and poses a risk to the dignity and integrity of the deceased.	Minor

Advice

The HTA advises the DI to consider the following to further improve practice:

No.	Standard	Advice
1.	GQ1(a)	There is a standard operating procedure (SOP) in place to cover transfer of bodies from the mortuary to areas of the hospital where scanning for post-mortem radiology (cross sectional imaging) takes place. The DI is advised to enhance the SOP to include details of the procedure for release and return of bodies from the mortuary and steps taken to ensure that the dignity of the deceased is maintained when bodies are away from the mortuary and in the areas where scanning takes place.
2.	GQ1(a)	SOP-12 on body release has information at the end of the SOP on checking the disposal requirements for any tissue taken. The DI is advised to move this

		to the main body of the SOP to ensure it is clear that it is part of the process and is not overlooked.
3.	GQ1(d)	Due to staff shortages over the previous year, some documents have been both reviewed and ratified by the author. The DI is advised to ensure that documents are signed off by someone other than the author.
4.	GQ1(h)	Whilst there are a number of informal meetings, there are no regular, formal meetings with the DI and PDs. The DI is advised to ensure that regular meetings take place to discuss licensed activities.
5.	GQ3(a)	The DI is advised to ensure that all porters working in the mortuary are trained in mortuary procedures and that the records of this training are kept up-to-date.
6.	GQ4(b)	An entry in the mortuary register was seen where the original entry had been crossed out but not initialled by the person making the amendment. The DI should ensure all written amendments to documents are initialled and dated to allow full traceability of written records.
7.	GQ2(a)	Staff undertake a weekly fridge audit to ensure the information in the electronic mortuary register and the white boards matches the bodies in the fridges. It is recommended that a check on the condition of the deceased is added to this audit. This additional check is particularly important for cases where a body may have been in the community for a while before coming to the mortuary or has been transferred from another establishment, for example, following a paediatric PM examination.
8.	GQ6(a)	Risk assessments consider the risk of misidentification but do not consider other risks to the deceased such as accidental damage or major equipment failure. The DI is advised to consider the HTARI categories when undertaking risk assessments.
9.	T1(h)	The establishment has a system to record transfer of babies, fetuses and products of conception to other HTA-licensed establishments for PM examination. The DI is advised to further strengthen this traceability system by requesting confirmation of receipt from the receiving establishment.
10.	PFE1(d)	The establishment should consider replacing the door lock on the door that the porters use to bring deceased patients from the hospital with one that locks automatically rather than relying on porters having to remember to lock the door behind them.
11.	PFE2(e)	Whilst the fridge and freezer alarms are tested during annual maintenance and when they occasionally trigger, there are no formalised scheduled tests. The DI is advised to test the system more regularly and ensure that these tests are recorded.
12.	PFE2(f)	The fridge and freezer alarm system monitors the temperature; however, temperatures are not regularly reviewed. The DI is advised to monitor them regularly so that the potential for fridge and freezer failure might be identified.
13.	PFE2(i)	The contingency SOP should be updated to include information about the transfer of bariatric bodies when they are too large for the establishment fridges or there is insufficient storage capacity at the establishment.

Concluding comments

The mortuary appears to be well-run with an open culture for reporting any issues; a number of areas of good practice were observed during the inspection:

- There is a clear flowchart for clinicians who are considering a hospital consented PM examination, which sets out exactly what steps need to be taken and who to contact. This process also ensures that an APT meets with the clinician at least 15 minutes before the meeting with family to discuss the case;
- The white boards are well used to convey information to staff. For example, different coloured pens are used on the white board each week, which gives a clear indication of how long a body has been in the mortuary, and staff contact bereavement services after three weeks to check what is happening in terms of funeral arrangements. There is a separate white board to manage the transfer of babies for PM examination, this includes ensuring the time period agreed for parents to change their mind has been taken into account;
- SOPs consider a wide variety of scenarios, for example release to an Anatomy School and receipt of bodies from abroad;
- There is a weekly fridge audit to confirm that the location of bodies matches the information contained in the mortuary register;
- Coloured labels are used on the small boxes used for perinatal cases that clearly indicate whether a PM examination has been requested or if the mother has yet to make a decision;
- the establishment's audits reviewed on inspection were in-depth and included complete audits from receipt of a body through to retention or disposal of any tissue, matched against the wishes of the next of kin;
- there is a notebook kept for each bank of fridges and the freezer, which records all the information of any planned or unscheduled maintenance of the fridges; this means that mortuary staff have ready access to any necessary information and can easily identify if there are recurring issues.

There are a number of areas of practice that require improvement, including six minor shortfalls.

The HTA requires the Designated Individual to submit a completed corrective and preventative action (CAPA) plan setting out how the shortfalls will be addressed, within 14 days of receipt of the final report (refer to Appendix 2 for recommended timeframes within which to complete actions). The HTA will then inform the establishment of the evidence required to demonstrate that the actions agreed in the plan have been completed.

The HTA has assessed the establishment as suitable to be licensed for the activities specified subject to corrective and preventative actions being implemented to meet the shortfalls identified during the inspection.

Report sent to DI for factual accuracy: 3 May 2017

Report returned from DI: 12 May 2017

Final report issued: 12 May 2017

Completion of corrective and preventative actions (CAPA) plan

Based on information provided, the HTA is satisfied that the establishment has completed the agreed actions in the CAPA plan and in doing so has taken sufficient action to correct all shortfalls addressed in the Inspection Report.

Date: 06 November 2017

Appendix 1: HTA licensing standards

The HTA standards applicable to this establishment are shown below; those not assessed during the inspection are shown in grey text. Standards that are not applicable have been excluded.

Consent
C1 Consent is obtained in accordance with the requirements of the Human Tissue Act 2004 (HT Act) and as set out in the HTA's codes of practice
<p>a) There is a documented policy which governs consent for post-mortem examination and the retention of tissue and which reflects the requirements of the HT Act and the HTA's Codes of Practice.</p> <p>b) There is a documented standard operating procedure (SOP) detailing the consent process.</p> <p><i>Guidance</i></p> <p><i>This should include who is able to seek consent, what training they should receive, and what information should be provided to those giving consent for post-mortem examination. It should make reference to the use of scanning as an alternative or adjunct to post-mortem examination.</i></p> <p>c) There is written information for those giving consent, which reflects the requirements of the HT Act and the HTA's codes of practice.</p> <p><i>Guidance</i></p> <p><i>Information on consent should be available in different languages and formats, or there is access to interpreters/translators. Family members should be given the opportunity to ask questions.</i></p> <p>d) Information contains clear guidance on options for how tissue may be handled after the post-mortem examination (for example, repatriated with the body, returned to the family for burial/cremation, disposed of or stored for future use), and what steps will be taken if no decision is made by the relatives.</p> <p>e) Where consent is sought for tissue to be retained for future use, information is provided about the potential uses to ensure that informed consent is obtained.</p> <p>f) The deceased's family are given an opportunity to change their minds and it is made clear who should be contacted in this event and the timeframe in which they are able to change their minds.</p> <p>g) The establishment uses an agreed and ratified consent form to document that consent was given and the information provided.</p> <p><i>Guidance</i></p> <p><i>This may be based on the HTA's model consent form for adult post-mortem examinations</i></p>

available on the HTA website, or in relation to infants, the resources pack developed by the Stillbirth and neonatal death charity, Sands. The consent forms should record the consent given for the post-mortem examination and for the retention and future use of tissue samples.

C2 Staff involved in seeking consent receive training and support in the essential requirements of taking consent

- a) There is training for those responsible for seeking consent for post-mortem examination and tissue retention, which addresses the requirements of the HT Act and the HTA's codes of practice.

Guidance

Refresher training should be available (for example annually).

- b) Records demonstrate up-to-date staff training.
- c) If untrained staff are involved in seeking consent, they are always accompanied by a trained individual.
- d) Competency is assessed and maintained.

Governance and quality systems

GQ1 All aspects of the establishment's work are governed by documented policies and procedures

- a) Documented policies and SOPs cover all mortuary/laboratory procedures relevant to the licensed activity, take account of relevant Health and Safety legislation and guidance and, where applicable, reflect guidance from RCPATH. These include:
- i. post-mortem examination, including the responsibilities of Anatomical Pathology Technologists (APTs) and Pathologists and the management of cases where there is increased risk;
 - ii. practices relating to the storage of bodies, including long term storage and when bodies should be moved into frozen storage;
 - iii. practices relating to evisceration and reconstruction of bodies;
 - iv. systems of traceability of bodies and tissue samples;
 - v. record keeping;
 - vi. receipt and release of bodies, which reflect out of hours arrangements;

- vii. lone working in the mortuary;
- viii. viewing of bodies, including those in long-term storage, by family members and others such as the police;
- ix. transfer of bodies internally, for example, for MRI scanning;
- x. transfer of bodies and tissue (including blocks and slides) off site or to other establishments;
- xi. movement of multiple bodies from the mortuary to other premises, for example, in the event that capacity is reached;
- xii. disposal of tissue (including blocks and slides), which ensures disposal in line with the wishes of the deceased person's family;
- xiii. access to the mortuary by non-mortuary staff, contractors and visitors;
- xiv. contingency storage arrangements.

Guidance

SOPs should reflect guidance contained in the HSE's document: Managing the risks of infection in the mortuary, post mortem room, funeral premises and exhumation.

Individual SOPs for each activity are not required. Some SOPs will cover more than one activity.

- b) Procedures on evisceration ensure that this is not undertaken by an APT unless the body has first been examined by the pathologist who has instructed the APT to proceed.
- c) Procedures on body storage prevent practices that disregard the dignity of the deceased.

Guidance

For example, placing more than one body on a tray, placing bodies unshrouded on trays, or storing bodies in unrefrigerated storage should not take place.

The family's permission should be obtained for any 'cosmetic' adjustments or other invasive procedures prior to release of bodies, for example, sewing the deceased's mouth to close it or the removal of a pacemaker. It is also good practice to discuss with the family any condition that may cause them distress, for example when viewing or preparing the body for burial, such as oedema, skin slippage or signs of decomposition.

If identification of the body is to take place before a post-mortem examination, if available, a Police Family Liaison or Coroner's Officer should have a discussion with the family about the injuries and let them know that reconstruction may be required.

However, the Pathologist should see the body without any changes being made, so if there is a need to reconstruct or clean a body before the post-mortem examination, it should be with the agreement of both the Pathologist and the Coroner. In Home Office cases, a viewing cannot normally take place until after the post-mortem examination.

- d) Policies and SOPs are reviewed regularly by someone other than the author, ratified and version controlled. Only the latest versions are available for use.
- e) There is a system for recording that staff have read and understood the latest versions of these documents.
- f) Deviations from documented SOPs are recorded and monitored via scheduled audit activity.
- g) All areas where activities are carried out under an HTA licence are incorporated within the establishment's governance framework.

Guidance

These areas include maternity wards where storage of fetuses and still born babies takes place, areas where material is stored for research, the Accident and Emergency Department where removal of samples may take place in cases of sudden unexpected death in infancy. There should be an identified Person Designated in areas of the establishment remote from the main premises.

- h) Matters relating to HTA-licensed activities are discussed at regular governance meetings involving establishment staff.

Guidance

Meeting minutes should be recorded and made available to staff.

GQ2 There is a documented system of audit

- a) There is a documented schedule of audits.

Guidance

As a minimum, the schedule should include a range of vertical and horizontal audits checking compliance with documented procedures, the completion of records and traceability.

- b) Audit findings document who is responsible for follow-up actions and the timeframe for completing these.

Guidance

Staff should be made aware of the outcomes of audits and where improvements have been identified.

- c) Regular audits are carried out of tissue being stored so that staff are fully aware of what is held and why and to enable timely disposal of tissue where consent has not been given for continued retention.

Guidance

Audits of stored tissue should include samples held under the authority of the police, where

applicable.

GQ3 Staff are appropriately qualified and trained in techniques relevant to their work and demonstrate competence in key tasks

- a) All staff who are involved in mortuary duties are appropriately trained/qualified or supervised.

Guidance

This includes portering staff, who have responsibility for bringing bodies to the mortuary out of hours and who may not be aware of the potential risks to the deceased during transfer into refrigerated storage, and unqualified mortuary 'assistant' staff.

APTs should be trained in reconstruction techniques to ensure that the appearance of the deceased is as natural as possible. APTs should be encouraged to work towards the achievement of the RSPH Level 3 Diploma in Anatomical Pathology Technology.

- b) There are clear reporting lines and accountability.
c) Staff are assessed as competent for the tasks they perform.

Guidance

Assessment of competence should include the standard of APTs' reconstruction work.

- d) Staff have annual appraisals and personal development plans.
e) Staff are given opportunities to attend training courses, either internally or externally.

Guidance: attendance by staff at training events should be recorded.

- f) There is a documented induction and training programme for new mortuary staff.
g) Visiting / external staff are appropriately trained and receive an induction which includes the establishment's policies and procedures.

Guidance

The qualifications of locum staff should be checked prior to them commencing work in the mortuary and their competency to undertake each task should be assessed.

Contractors, visiting and temporary staff and funeral service staff bringing bodies out of hours should be required to read relevant standard operating procedures and sign to confirm their understanding.

GQ4 There is a systematic and planned approach to the management of records

- a) There is a system for managing records which includes which records must be maintained, how they are backed up, where records are kept, how long each type of record is retained and who has access to each type of record.

Guidance

Records include mortuary registers, PM examination records, tissue retention forms and records of transfer and return of organs/tissue sent elsewhere for examination.

- b) There are documented SOPs for record management which include how errors in written records should be corrected.
- c) Systems ensure data protection, confidentiality and public disclosure (whistle-blowing).

GQ5 There are systems to ensure that all untoward incidents are investigated promptly

- a) Staff know how to identify and report incidents, including those that must be reported to the HTA.

Guidance

HTA-reportable incidents must be reported within five days of the date of the incident or date of discovery.

Incidents that relate to a failure of hospital staff to carry out end of life care adequately should be reported internally and the incidence of these monitored.

- b) The incident reporting system clearly outlines responsibilities for reporting, investigating and follow up for incidents.
- c) The incident reporting system ensures that follow up actions are identified (i.e. corrective and preventative actions) and completed.
- d) Information about incidents is shared with all staff to avoid repeat errors.
- e) The establishment adopts a policy of candour when dealing with serious incidents.

GQ6 Risk assessments of the establishment's practices and processes are completed regularly, recorded and monitored

- a) All procedures related to the licensed activities (as outlined in standard GQ1) are risk assessed on a regular basis.

Guidance

Risks to the dignity and integrity of bodies and stored tissue should be covered. The HTA's

reportable incident categories provide a good basis for risk assessments. Risk assessments should be reviewed at regular intervals, for example every 1-3 years or when circumstances change. Staff should be involved in the risk assessment process.

- b) Risk assessments include how to mitigate the identified risks. This includes actions that need to be taken, who is responsible for each action, deadlines for completing actions and confirmation that actions have been completed.

Guidance

Relevant staff should have knowledge of risks and the control measures that have been taken to mitigate them.

- c) Significant risks, for example to the establishment's ability to deliver post-mortem services, are incorporated into the Trust's organisational risk register.

Traceability

T1 A coding and records system facilitates traceability of bodies and human tissue, ensuring a robust audit trail

- a) Bodies are tagged/labelled upon arrival at the mortuary.

Guidance

The condition and labelling of bodies received in body bags should always be checked and their identity confirmed. They should be labelled on the wrist and/or toe. Body bags should not be labelled in place of the body.

- b) There is a system to track each body from admission to the mortuary to release for burial or cremation (for example mortuary register, patient file, transport records).

Guidance

Body receipt and release details should be logged in the mortuary register, including the date and name of the person who received/released the body and, in the case of release, to whom it was released. This includes bodies sent to another establishment for PM examination or bodies which are sent off site for short-term storage which are subsequently returned before release to funeral service staff.

- c) Three identifiers are used to identify bodies and tissue, (for example post mortem number, name, date of birth/death), including at least one unique identifier.

Guidance

Identification details should not be written on bodies. Where bodies are moved off site for

contingency storage the DI should ensure that suitable systems are in place to identify same or similar names.

- d) There is system for flagging up same or similar names of the deceased.
- e) Identity checks take place each time a body is moved whether inside the mortuary or from the mortuary to other premises.

Guidance

Mortuary white boards containing the names of the deceased give potential for error if wiped clean (such as when visitors attend for reasons of confidentiality), and should not be relied upon as the sole source of information about the locations of bodies.

Fridge/freezer failures that require bodies to be moved temporarily whilst repairs take place present a risk to traceability. Full identification checks should be made when they are placed back into normal storage.

- f) There are procedures for releasing a body that has been in long term storage and is therefore not in the current register.
- g) Organs or tissue taken during post-mortem examination are fully traceable, including blocks and slides (including police holdings). The traceability system ensures that the following details are recorded:
 - i. material sent for analysis on or off-site, including confirmation of arrival
 - ii. receipt upon return to the laboratory or mortuary
 - iii. the number of blocks and slides made
 - iv. repatriation with the body
 - v. return for burial or cremation
 - vi. disposal or retention for future use.

Guidance

Consent information which covers retention/disposal of tissues should be made available to the other site, as appropriate.

- h) There are documented procedures for transportation of bodies and tissue anywhere outside the mortuary, (such as to the lab or another establishment), including record-keeping requirements.

Guidance

Formal written agreements with funeral services are recommended. Coroners usually have their own agreements for transportation of bodies and tissue; however, documentation for traceability purposes must still be maintained by the establishment for these cases.

T2 Disposal of tissue is carried out in an appropriate manner and in line with the HTA's codes of practice.

- a) Tissue is disposed of as soon as reasonably possible once it is no longer needed, such as when the coroner's or police authority over its retention ends or the consented post-mortem examination process is complete.
- b) There are effective systems for communicating with the Coroner's Office, which ensure tissue is not kept for longer than necessary.
- c) Disposal is in line with the wishes of the deceased's family.

Guidance

Organs and tissue returned to the body prior to its release should be contained in clear viscera bags, which prevent leakage, are biodegradable and pose no issues for crematoria in relation to emissions and pollution. Clinical waste bags or household bin bags should not be used for this purpose.

Tissue blocks and glass slides should not be placed inside the body for the purpose of reuniting tissues with the deceased. Blocks and slides should be placed in a suitable container and transported with the body should the family wish to delay the funeral until the slides are returned.

- d) The method and date of disposal are recorded.

Premises, facilities and equipment

PFE1 The premises are secure and well maintained and safeguard the dignity of the deceased and the integrity of human tissue

- a) The premises are clean and well maintained.

Guidance

Floors, walls and work surfaces should be of non-porous construction and free of cracks and chips. The premises should be subject to a programme of planned preventative maintenance, which ensures that the premises, facilities and equipment remain fit for purpose.

- b) There is demarcation of clear, dirty and transitional areas of the mortuary, which is observed by staff and visitors.
- c) There are documented cleaning and decontamination procedures and a schedule of cleaning.

- d) The premises are secure (for example there is controlled access to the body storage area(s) and PM room and the use of CCTV to monitor access).

Guidance

Relatives who visit for a viewing should not be able to access the body store area. Security systems and lone working arrangements should take into account viewings which take place out of hours.

- e) Security arrangements protect against unauthorized access and ensure oversight of visitors and contractors who have a legitimate right of access.

PFE2 There are appropriate facilities for the storage of bodies and human tissue

- a) Storage arrangements ensure the dignity of the deceased.

Guidance

Refrigeration of bodies should be at a temperature of approximately 4 degrees Celsius. The optimal operating temperature for freezer storage is around -20 Celsius, +/- 4 degrees.

- b) There is sufficient capacity for storage of bodies, organs and tissue samples, which takes into account predicated peaks of activity.

Guidance

Capacity should be regularly reviewed, particularly if contingency arrangements are used for an extended period.

- c) Storage for long-term storage of bodies and bariatric bodies is sufficient to meet needs.

Guidance

There should be sufficient frozen storage for the long-term storage of bodies; the HTA advises that bodies should be moved into frozen storage after 30-days in refrigerated storage if there is no indication they are soon to be released or further examined, or before, depending on the condition of the body. Where there is insufficient freezer storage to meet needs, there should be arrangements with other establishments, or other contingency steps, to ensure that bodies can be stored appropriately.

Bodies in long-term storage should be checked regularly; this should include confirmation of their identity and the reason for their continued storage.

Where new fridges are installed, these should measure 24"-26" in width and consideration should be given to the proportion that should be larger to accommodate bariatric bodies.

- d) Fridge and freezer units are in good working condition and well maintained.

- e) Fridge and freezer units are alarmed and the alarms are tested regularly to ensure that they trigger when temperatures go out of upper or lower set range.
- f) Temperatures of fridges and freezers are monitored on a regular basis.

Guidance

Temperature monitoring should enable the establishment to identify trends and may mitigate the risk of a possible fridge failure.

- g) Bodies are shrouded or in body bags whilst in storage.
- h) There is separate storage for infants and babies. If not, special measures are taken for the bodies of infants and babies.
- i) There are documented contingency plans in place should there be a power failure or insufficient numbers of refrigerated storage spaces during peak periods.

Guidance

Where contingency arrangements involve the transfer of bodies to other premises, these should be assessed to ensure that they are suitable and that traceability systems are of the required standard. Stacking bodies on the same fridge tray is not considered suitable practice.

Establishments should have documented agreements with any funeral services that they may use for contingency storage. Consideration should be given to whether the funeral service provides contingency storage for other mortuaries. SOPs should address issues such as risk assessments and same/similar name systems.

The hire of temporary storage units should not be the sole contingency arrangement for an establishment. Establishments should put in place other formally agreed arrangements for contingency storage. Where the hire of temporary storage facilities

forms part of establishments' contingency arrangements, consideration should be given well in advance and steps taken to ensure availability of funds, and of units for hire.

Establishments should consider entering in to Mutual Aid Agreements

with neighbouring organisations in order that they can provide and obtain support during periods of capacity shortages.

PFE3 Equipment is appropriate for use, maintained, validated and where appropriate monitored

- a) Items of equipment in the mortuary are in a good condition and appropriate for use:
 - i. fridges / freezers
 - ii. hydraulic trolleys

- iii. post mortem tables
- iv. hoists
- v. saws (manual and/or oscillating)

Guidance

Equipment should be made of material that is easy to clean, impervious, non-rusting, non-decaying and non-staining.

- b) Equipment is appropriate for the management of bariatric bodies.
- c) The ventilation system provides the necessary ten air changes per hour and is checked and maintained at least annually.

Guidance

COSHH requires a thorough examination of the ventilation system at 14-month intervals, and sets out what the examination should cover.

- d) Staff have access to necessary PPE.

Guidance

Where face masks should be worn, they should be face fitted.

- e) Where chemicals are used for preservation of tissue samples, there is adequate ventilation.
- f) Key items of equipment, including fridges/freezers, trolleys and post mortem tables (if downdraught) are subject to regular maintenance and records are kept.

Guidance

This includes fridges in Maternity where fetuses or still born babies are stored prior to examination. Maintenance records may be held by the mortuary or centrally by the Trust, such as the Estates Department. They should be available for review during inspection by the HTA.

Appendix 2: Classification of the level of shortfall

Where the HTA determines that a licensing standard is not met, the improvements required will be stated and the level of the shortfall will be classified as 'Critical', 'Major' or 'Minor'. Where the HTA is not presented with evidence that an establishment meets the requirements of an expected standard, it works on the premise that a lack of evidence indicates a shortfall.

The action an establishment will be required to make following the identification of a shortfall is based on the HTA's assessment of risk of harm and/or a breach of the HT Act or associated Directions.

1. Critical shortfall:

A shortfall which poses a significant risk to human safety and/or dignity or is a breach of the Human Tissue Act 2004 (HT Act) or associated Directions

or

A combination of several major shortfalls, none of which is critical on its own, but which together could constitute a critical shortfall and should be explained and reported as such.

A critical shortfall may result in one or more of the following:

- (1) A notice of proposal being issued to revoke the licence
- (2) Some or all of the licensable activity at the establishment ceasing with immediate effect until a corrective action plan is developed, agreed by the HTA and implemented.
- (3) A notice of suspension of licensable activities
- (4) Additional conditions being proposed
- (5) Directions being issued requiring specific action to be taken straightaway

2. Major shortfall:

A non-critical shortfall that:

- poses a risk to human safety and/or dignity, or
- indicates a failure to carry out satisfactory procedures, or
- indicates a breach of the relevant CoPs, the HT Act and other relevant professional and statutory guidelines, or
- has the potential to become a critical shortfall unless addressed

or

A combination of several minor shortfalls, none of which is major on its own, but which, together, could constitute a major shortfall and should be explained and reported as such.

In response to a major shortfall, an establishment is expected to implement corrective and preventative actions within 1-2 months of the issue of the final inspection report. Major shortfalls pose a higher level of risk and therefore a shorter deadline is given, compared to minor shortfalls, to ensure the level of risk is reduced in an appropriate timeframe.

3. Minor shortfall:

A shortfall which cannot be classified as either critical or major, but which indicates a departure from expected standards.

This category of shortfall requires the development of a corrective action plan, the results of which will usually be assessed by the HTA either by desk based or site visit.

In response to a minor shortfall, an establishment is expected to implement corrective and preventative actions within 3-4 months of the issue of the final inspection report.

Follow up actions

A template corrective and preventative action plan will be sent as a separate Word document with both the draft and final inspection report. You must complete this template and return it to the HTA within 14 days of the issue of the final report.

Based on the level of the shortfall, the HTA will consider the most suitable type of follow-up of the completion of the corrective and preventative action plan. This may include a combination of

- a follow-up site-visit inspection
- a request for information that shows completion of actions
- monitoring of the action plan completion
- follow up at next desk-based or site-visit inspection.

After an assessment of your proposed action plan you will be notified of the follow-up approach the HTA will take.