

## **Site visit inspection report on compliance with HTA licensing standards**

### **St Mary's Hospital**

**HTA licensing number 12357**

**Licensed under the Human Tissue Act 2004 for the**

- **making of 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**

**20 and 21 August 2018**

### **Summary of inspection findings**

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

Although the HTA found that St Mary's Hospital (the establishment) had met the majority of the HTA's standards, four minor shortfalls were found against the Consent, Governance and Quality Systems and Premises, Facilities and Equipment standards. These related to the SOP for post-mortem (PM) consent, governance meetings, risk assessments and storage arrangements.

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

St Mary's Hospital (the establishment) is part of the Isle of Wight NHS Foundation Trust. The establishment has been licensed by the HTA since May 2008. The establishment is licensed for the making of a post mortem examination, the removal of relevant material from the deceased and storage of bodies of the deceased, and relevant material, for use for scheduled purposes. The DI is a Consultant Histopathologist and the Corporate Licence Holder contact is the Medical Director of the Trust.

The establishment receives approximately 1000 bodies per year from the hospital and surrounding community. Approximately 440 adult PM examinations are carried out annually, with the majority performed under the authority of HM Coroner. The total figure for PM examinations undertaken includes high-risk (up to category three) cases. The establishment have not performed any hospital (consented) PM examinations in the last three years, however, consent has been sought for hospital PM examinations and bodies have been sent to other HTA-licensed establishments. In addition, forensic PM examinations take place at the establishment with two carried out in the last year. All perinatal and paediatric cases are transferred to another HTA-licensed establishment for PM examination.

Consent for hospital (consented) PM examinations is recorded on an Isle of Wight NHS Trust consent form that is based on the HTA's model consent form. A hospital PM information leaflet given to relatives supports the process of seeking consent for PM examination. Consent for perinatal and paediatric hospital PM examinations is sought by clinical staff, who record consent using a consent form and information leaflet provided by the establishment to which the cases are referred. Both forms used to record consent are compliant with statutory and regulatory requirements. Consent for adult hospital consented PM examinations is sought by the Mortuary Manager who has recently attended a PM consent training course lead by the Association of Anatomical Pathology Technology (AAPT). Perinatal and paediatric consent seekers are formally trained by the establishment to which these cases are sent, and attend annual mandatory study days covering bereavement and PM consent issues (see *Advice*, items 2 and 3).

The mortuary at St Mary's Hospital is located within the main hospital building. The entrances to the mortuary from the hospital and at the rear, are secured by a key lock and there is departmental closed-circuit television (CCTV) monitoring of both internal and external mortuary access areas (see *Advice*, item 14).

The mortuary service has three members of staff, including a Mortuary Manager, a Senior Anatomical Pathology Technologist (APT) and a Trainee APT. Bodies are transferred from hospital wards to the mortuary by portering staff using a concealment trolley via a service corridor, leading to an outdoor path to the mortuary door (see *Advice*, item 11). All bodies are transferred with a 'deceased patient form' that is filled out on the ward and bodies have identification bands attached.

Perinatal and paediatric cases are transferred from the Maternity Department to the mortuary by porters. There is no refrigerated storage in the Maternity Department.

Community bodies are brought to the mortuary via a hospital road. There is a 'Brought in dead' form that undertakers complete on admission of each body. All bodies admitted to the mortuary out-of-hours are placed into holding fridges of which there are 13 spaces. Each working day mortuary staff complete identification and property checks of bodies in the holding fridges. Staff complete the mortuary register, assign each body a unique mortuary number, transfer them into a fridge in the main body store and complete the fridge door whiteboard details. During working hours, mortuary staff are involved in organising and conducting viewings of the deceased. In addition, mortuary staff work on-call and are contactable for help and to carry out formal identifications and viewings of community bodies. When bodies are received, released, viewed and prior to PM examination, two members of staff perform identification checks using three identifiers and an identification check sheet is signed by each member of staff.

The mortuary has a total of 75 refrigerated spaces for the storage of bodies. This includes seven spaces for bariatric cases, a cold room that can accommodate a hospital bed, if necessary and a designated bank of fridges for perinatal/paediatric cases. There are four freezer spaces for storage of long-term bodies. There are 12 additional refrigerated spaces available in a temporary refrigerated storage facility as a contingency, however this was not in use at the time of the inspection. There is a further storage contingency arrangement with the local crematorium if needed.

The temperatures of the mortuary fridges are monitored and alarm locally in the event of deviations in temperatures from their expected ranges. The alarm is also linked to an external call out system to notify mortuary staff of any issues out-of-hours. The temperatures are automatically recorded on a daily basis and trends are emailed monthly to the Mortuary Manager for review. The establishment has an annual contract for fridge maintenance and alarm testing (see *Advice*, item 15).

The mortuary's main PM suite contains four trolleys that are used as PM tables. The pathologist and APTs carry out identification checks of bodies prior to external examination and evisceration (see *Advice*, item 7). The pathologist completes the examination of each body and the organs prior to commencing the next case. This helps to minimise the risk of a mix-up of organs and tissue samples removed during PM examinations. Tissues retained during PM examinations are recorded on a 'post-mortem form' and transferred to the establishment's Pathology Department for histological analysis, or to other establishments for toxicological analysis and specialist tests. All retained material is given a unique identification code. Wet tissue, blocks and slides are stored in the Pathology Department. The establishment uses an electronic spreadsheet and paper records to record sample details, the family's wishes regarding the fate of the samples following the end of coronial authority and disposal of the samples. There are robust procedures for ensuring that samples are disposed of in a timely manner following the end of the Coroner's authority.

Removal of relevant material from the deceased takes place in the Accident and Emergency (A&E) Department in cases of sudden unexpected death in infancy (SUDI) under pre-

emptive coronial authority. The A&E Department manages approximately two SUDI cases each year. In such cases, body fluids and swabs are removed by paediatric consultants using dedicated kits stored within the department. Samples removed are packaged with hand-written identification labels and transferred immediately to the Pathology Department. There are documented procedures that govern this activity.

### **Description of inspection activities undertaken**

This report describes the HTA's third, routine site visit inspection of St Mary's Hospital. Formal interviews were conducted with the DI, Mortuary Manager, mortuary staff, hospital porter, tissue coordinator, Consultant Histopathologist and PM consent seekers (adult and perinatal). The inspectors also carried out a visual inspection of the mortuary, including the body store area, post mortem room and viewing suite.

A traceability audit was conducted for four bodies including one non-viable fetus (NVF) and one long stay body from the freezer. These audits included checks of storage locations and identifiers recorded in the mortuary records. All bodies were fully traceable.

Audits of traceability were conducted for tissue blocks and slides from eight PM cases, including checks of the consent documentation for storage and disposal records. There were no discrepancies in traceability or consent records for these samples.

### **Material held for the police**

Home Office PM examinations are undertaken at the establishment. However, at the time of the inspection, nothing was held under the Police and Criminal Evidence Act (PACE). Under section 39 of HT Act, relevant material held for criminal justice purposes is outside the scope of HTA regulation and is not subject to the licensing requirements for storage. However, the 2012 report of the Association of Chief Police Officers' (ACPO) audit of tissue held under police authority contained a recommendation that police exhibits held on HTA-licensed premises should be included within the regular HTA inspection process. Therefore, procedures for Home Office PM examinations and management of tissues and organs taken for criminal justice purposes were reviewed by the HTA at this site visit inspection. Any findings in relation to police holdings have been shared with the Home Office, but do not appear in this report as they are outside the scope of the HT Act.

### **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
<b>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>		
b) There is a documented SOP detailing the consent process (including who is able to take consent, what training they must receive, and what information must be provided to those giving consent for post-mortem examination).	<p>Although the PM consent policy refers to the hierarchy of qualifying relationships and staff involved in seeking consent for PM examination are aware of the requirements to seek consent from the person ranked highest, the 'Consent' SOP (MOR-LP-Consent) and the 'Post-mortem' SOP (MOR-LP-Post-mortem) refer to the 'next of kin'.</p> <p>The 'next of kin' may not be the person ranked highest in the hierarchy of qualifying relationships under the Section 27(4) of the HT Act.</p>	<b>Minor</b>
<b>GQ1 All aspects of the establishment's work are governed by documented policies and procedures</b>		
h) Matters relating to HTA-licensed activities are discussed at regular governance meetings involving establishment staff.	<p>The DI does not have any governance meetings with staff (including Persons Designated (PDs)) working under the licence.</p> <p>See <i>Advice</i>, item 8 and 9.</p>	<b>Minor</b>
<b>GQ6 Risk assessments of the establishment's practices and processes are completed regularly, recorded and monitored</b>		
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.	<p>The list of current controls in place for all risk assessments lack the required level of detail to allow staff to cross-reference the risk assessment with the relevant SOPs and activities.</p> <p>See <i>Advice</i>, item 12.</p>	<b>Minor</b>
<b>PFE2 There are appropriate facilities for the storage of bodies and human tissue.</b>		
a) Storage arrangements ensure the dignity of the deceased.	<p>The upper alarm trigger point for the fridges is 15 degrees Celsius. This trigger temperature is significantly higher than the advised storage temperature of around four degrees Celsius.</p> <p>In the event of an equipment failure, bodies may be stored at a temperature that is too high for a prolonged period before the alarm is triggered, which poses a risk to the dignity of the deceased.</p>	<b>Minor</b>

## Advice

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

No.	Standard	Advice
1.	C1(a)	The consent policy references the HTA Code of Practice 1 and the HTA Code of Practice on disposal; these codes are no longer in circulation. This information is now contained within Code B - 'Post-mortem examination' (April 2017). The DI is advised to update the policy.
2.	C2(a)	Some staff trained in seeking consent for paediatric and perinatal PM examinations have not seen the procedure being carried out. In order to fully understand the process and provide assurance that staff who seek consent can appropriately inform relatives, the DI is advised to organise PM examination observations for staff involved in this process.
3.	C2(b)	All staff training records for PM consent seeking are up to date and the Mortuary Manager confirmed that refresher training will be undertaken every two years. The date of the next training session should be documented in training records to help remind staff when it is due.
4.	C2(d)	The DI is advised to put procedures in place through which he can assure himself that all staff seeking PM consent at the establishment are competent to seek consent and have been trained in the relevant local policies.
5.	GQ1(a)	The 'SOP mortuary information control' (MOR-LP-infocontrol) is dated 29/07/2013. The DI is advised to review this SOP, then every two years in line with the SOP review policy.
6.	GQ1(a)	Although the viewing SOP (MOR-LP-Viewing) details that identification checks are done with families prior to a viewing taking place, a form is currently used. The SOP does not specifically detail this. The form is good practice and strengthens identification procedures. The DI is advised to include this in the SOP.
7.	GQ1(b)	Although mortuary staff confirmed that during a PM the external examination is performed by the pathologist prior to evisceration taking place, this is not specifically detailed in the SOP. The DI is advised to add further detail to the Post Mortem SOP (MOR-LP-Post-mortem) to make it clear that the external examination is carried out by the pathologist before the APT eviscerates the body.
8.	GQ1(h)	The DI is advised to hold formalized meetings to discuss matters relating to licensed activities. Meetings should be minuted, including sufficient details of the matters discussed, the outcomes of discussions and actions agreed. The DI is also advised to include audit findings, incidents and non-conformances as standing items on the agenda. This may help to assure the DI that staff are aware of the types of incidents that must be reported to the HTA and encourage learning from audit findings, incidents and non-conformances.
9.	GQ1(h)	The DI is advised to have meetings with Persons Designated under the licence in order to help maintain oversight of licensable activities which are taking place in other areas of the hospital under the post-mortem licence, such as the maternity and A&E departments.

10.	GQ2(a)	<p>The monthly audit calendar references the HTA's previous Codes of Practice. The DI is advised to audit against the new Codes of Practice that came into force on April 2017.</p> <p>In addition, the DI is advised to strengthen the vertical audits carried out in the mortuary by ensuring that they are fully documented and any follow-up actions are formalised and acted upon.</p> <p>The electronic quality management system used by the establishment has an audit function. The DI may wish to consider utilising this to help ensure that audits are sufficiently carried out and completed.</p>
11.	GQ6(a)	The DI is advised to risk assess the transfer and admission of hospital bodies to the mortuary which requires porters to guide the trolley outside and down a short path to the mortuary door.
12.	GQ6(b)	Although the current risk assessments identify risks and measures in place to mitigate against them, the risk assessments could have more detail in the 'mitigating actions' sections, detailing all of the steps that have already been taken by the establishment to mitigate risk. This will help to reflect and record the existing good practices in place. The DI may wish to review the 'Regulation of the Post Mortem Sector 2014-16' document on the HTA website, In particular, 'What we have learned' (page 20) provides helpful information in relation to risk assessments.
13.	PFE1(a)	There are areas on the walls in the PM suite that have been repainted during maintenance works. However, an area of paint above the sink that is beginning to wear. The DI is advised to keep the condition of the walls in the PM suite under review.
14.	PFE1(d)	The mortuary is currently awaiting the installation of an intercom system linked to a camera. The DI is advised to ensure that this is installed to provide additional security measures in the mortuary.
15.	PFE2(e)	Fridges and freezers undergo an annual temperature alarm check. The DI is advised to implement more frequent testing to provide assurance that the call out system will function as expected when there are deviations from the set temperatures.
16.	PFE2(g)	Following PM examination, bodies are shrouded up to the neck line. The DI is advised to fully shroud the deceased (including face) to protect against the refrigerated storage environment.

## Concluding comments

The HTA observed many areas of strength and good practice throughout the inspection. Staff involved in the inspection demonstrated a sensitive approach to their work and dedication to providing a good service. Staff also demonstrated a willingness for continuous improvement and compliance with the regulatory requirements, and were open to the advice given by the HTA.

- The establishment have detailed SOPs covering all mortuary procedures that include flow charts, visual cues and pictures to illustrate practices. Within the mortuary there are colour coding systems used to highlight information regarding bodies in storage;
- Identification checks are robust as there are always two members of staff that perform the check and checks are formalised by the completion of an identification form;

- During viewings, families are requested to fill out a form providing identification information including the name, date of birth and address of the deceased so that three identifiers on the deceased can be checked before the viewing takes place.
- The mortuary use a dedicated maternity tracking form to record the receipt, transfer, return and release of fetuses and babies from the mortuary.

There are some areas of practice that require improvement, including four 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: 18 September 2018**

**Report returned from DI: 1 October 2018**

**Final report issued: 1 October 2018**

### **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: 13 December 2018**

## 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.

<b>Consent</b>
<b>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>
<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 (APT's) 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.