



ISSUE 09, DECEMBER 2022

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WELCOME

Welcome to the 09th and final newsletter of 2022! It has been another tough year for our psychiatric intensive care colleagues, all our thoughts and good wishes are with everyone working so hard to continue to keep people safe and well.

This edition of the newsletter is on Technological Innovations within PICU Services. We know services had to implement new ways of working during the pandemic which included some technological advances. Nonetheless, due to the busyness of our members, there was a small number of articles received.

Included in this newsletter is also the fantastic Festive Card Competition Entries and the winner. We would like to thank all participants for their submissions and all our members for their support with this competition. It has truly been amazing to see so many submissions!

There are a couple of pieces of information about the Network and what is planned for

2023 within this newsletter. This includes the plans for the revision of the current standards, our carers working group and a new section on meeting the QNPICU team.

Lastly, the team and I would like to thank all our members for their hard work over the past year and for their continuous engagement with the Network. Reviews have now been taking place for a couple of months and it has been absolutely fantastic to see so much engagement and networking amongst services. We are all looking forward to continuing our visits to services in 2023.

I hope everyone has a wonderful Christmas, and we look forward to speaking to you in the New Year. 2023 here we come!

Kelly Rodriguez, Programme Manager



Nile Ward: Implementing Technology to Improve Patient Care and Safety

Mehtab Ghazi Rahman,
Consultant Psychiatrist, Nile
Ward

Nile Ward is a male psychiatric intensive care unit (PICU) at St Charles Hospital, London. The ward cares for patients from the Kensington & Chelsea and Westminster boroughs in London. Being a very busy PICU with a high turnover of patients, the team has used technology effectively to improve staff efficiency and the quality of patient care.

The use of technology has revolutionised the ward's clinical data collection, prescribing practices and quality improvement/audit work. The use of mobile devices such as smartphones and tablets have allowed the multidisciplinary team at Nile to care for our patients more efficiently by monitor their progress closely and optimising their physical and mental wellbeing.

Over the past year, Nile ward has implemented a number of successful digital interventions which has optimised the ward's efficiency significantly. These interventions include:

Oxehealth: A digital care assistant that uses high advanced sensors and cameras to allow non-contact monitoring of patients, including basic vital signs and providing activity alerts. Oxehealth was implemented in Nile Ward in March 2021. It has improved patient and staff safety on the ward, HBPOS and in our seclusion rooms. There has been a reduction of serious incidents including assaults, aggression, and self-harm since the implementation of Oxehealth at Nile along with improved compliance with physical health checks post-rapid tranquilisation.

Oxehealth provides the clinical team with important health parameters without the need for physical contact, including a patient's heart rate and respiratory rate of patients. It has also reduced sleep disturbances for patients during the night in their bedrooms as observations can be carried out digitally. Additionally, it has decreased the number of falls and

Online Peer Reviewer Training

Peer-reviewer training is a **free event** for staff from a service that is a member of the Quality Network. The training is a great learning experience for those who are **interested in participating in peer-reviews** or **accreditation reviews of psychiatric intensive care units**.

Peer-review training sessions for the next cycle will be released in due course.

The following training session is PICU accreditation focused and will be held on MS Teams :

- **Thursday, 09 February 2023, 1pm to 3pm**

If you are interested in attending, please complete this [**booking form**](#).

Keep an eye on the [**website**](#) for more training dates and updates.

improved response time to nurses attending to physical health emergencies.

Omnicell's automated medication

dispensing system: Omnicell has vastly improved the way that Nile ward manages medications through automation of medication administration. Omnicell had automated the process that the ward uses to replenish medications in cabinets, thus helping the pharmacy team to be up to date with the medications demands in a more effective and accurate way. The system also provides secure storage of medications and electronic traceability.

The automated medication dispensing system consists of metal locking lid drawers with an integrated Medication Label Printer with barcoded labels and an electronic display. It efficiently manages inventory, keeping the pharmacy aware of stock and has helped with reducing medication errors and decreasing the time required to dispense medications.

Electronic Prescribing and Medicines

Administration (EPMA): Nile Ward has replaced paper-based prescribing with an electronic system of prescribing medications for patients in the ward. This practice has improved patient care and safety by reducing prescribing, dispensing, administration and transcription errors. As the system highlights allergies, drug interactions and automatically reconciles past medications prescribed for a patient, this intervention has improved patient safety and has freed staff time to care for patients and reduced medication errors.

SystemOne is an electronic clinical recording system used in Nile Ward for documentation and follow up by staff across the Trust. GPs are also able to access

the data in real time. This integration between primary and secondary care has improved our communication and information sharing. Specifically, on Nile Ward, we are able to access GP notes which has been particularly helpful when dealing with physical health queries.

The Trust has developed a new feature which monitors cardiometabolic screening for all patients, allowing us to monitor risks, flag any concerns and provide clinical interventions with regards to physical health. Additionally, the Trust has developed new modules that allows clinicians to digitally input physical health vitals into SystmOne to calculate National Early Warning Scores (NEWS2), QRISK and VTE risk.

Electronic Discharge Notification Form (e

-DNF): Our electronic DNF ensures that GPs receive an accurate and timely discharge letter from the ward containing a record of the patient's current medication and other relevant information immediately at the point of discharge. This maintains patient safety and ensures continuation of care after discharge.

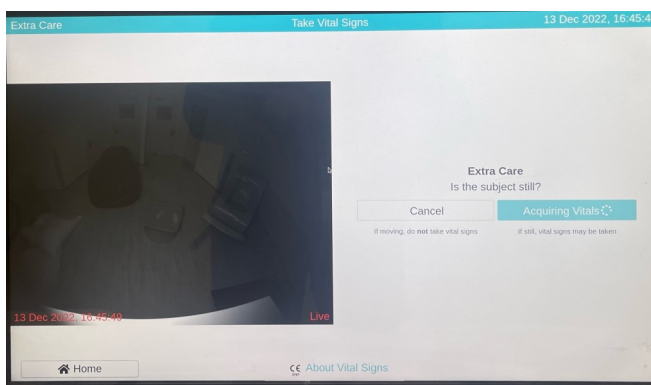
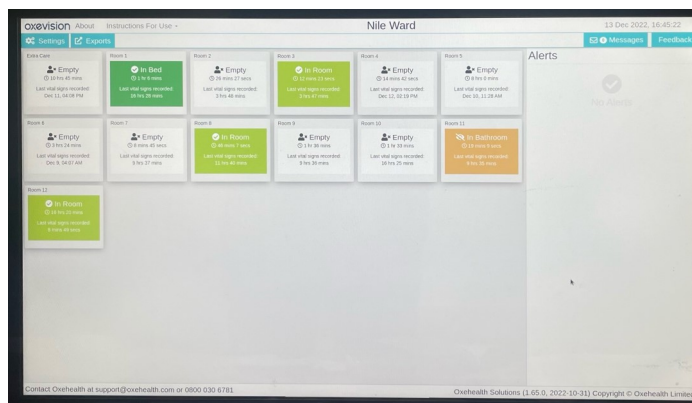


Tendable is a cloud based, investigation and reporting tool for healthcare quality assessments that our nurses use for ward audits. It allows Nile nursing staff to complete regular audits digitally without the need to collect data manually. The application captures audit findings, such as infection control, and allows the team to easily spot issues and act in response to issues identified immediately. Tendable has helped our nurses complete audits quicker, freeing up time for ward staff to care for patients. It also makes results more accessible and encourages the creation of action plans so that any clinical issues can be identified and fixed promptly.

Tableau: Tableau is an app that allows us to access local and trust-wide data easily by presenting live information in the form of user-friendly digital charts. The app analyses and collates multiple sources of information from across the Trust in one

place. This software helps us gather insights about our clinical care and benchmarks our performance against national and Trust standards. We use this data to plan service improvements, training and delivery of quality care.

In Nile ward, our aim is to create a ward atmosphere that is therapeutic and is a safe space for our patients to recover in during the most intense phase of their illness. Our staff have access to a variety of digital innovations that has helped immensely in improving the recording and documentation of our daily clinical work. The use of technology in Nile ward has significantly improved our clinical outcomes and staff efficiency. We will continue to optimise the use of technology in our ward and we look forward to using novel and new digital tools in the future with the aim to deliver an excellent level of patient care.



Annual Forum—Save the Date

For the first time in over two years, we are holding our QNPICU Annual Forum in person, at the Royal College of Psychiatrists in London.

Date: **09 February 2023**

Time: **10am to 4pm**

Cost **£55 for members / £85 for non-members**

To register your place, please **complete this booking form**. More information about the programme coming soon!

Make sure you are signed up to our mailing list to be the first to find out more! Please contact picu@rcpsych.ac.uk to sign up today.



Getting the Most out of Your Quality Network Review

For the first time since COVID-19, reviews will be held in person!

As you may be aware, the last two years have seen reviews take place virtually, which meant that we had to change the structure of reviews. As we transition back to in-person reviews, you may notice a few differences from when they were virtual, so here are some tips on how to get the most out of your review day.

Being a reviewer can be a very valuable experience for both yourself and the service you are visiting. It is a chance for you to share best practice and engage staff and patients in the process of quality improvement and service development, whilst gaining valuable networking opportunities.

Before the review, ensure you print out your

review day materials. It is not guaranteed that you will be able to bring your laptop to the service. Prepare questions using the standards in the workbook as this will make it easier when chairing meetings.

Arrive on time to ensure the review day can commence promptly. If you are running late, advise the service.

Introduce yourself in each meeting and, when you are chairing, ensure meetings are running to time and discussions do not stray away from the standards.

Throughout the day, write notes in your review workbook, particularly when not chairing meetings or when the teams are split. Also, be a part of delivering feedback to the service at the end of the review.

Lastly, review and comment on the accuracy and clarity of the draft local report during the consultation stage.

QNPICU Carers Working Group

As a Network, we are really passionate about carer engagement. We would like to support PICU services to increase carer engagement with their services and with the Network.

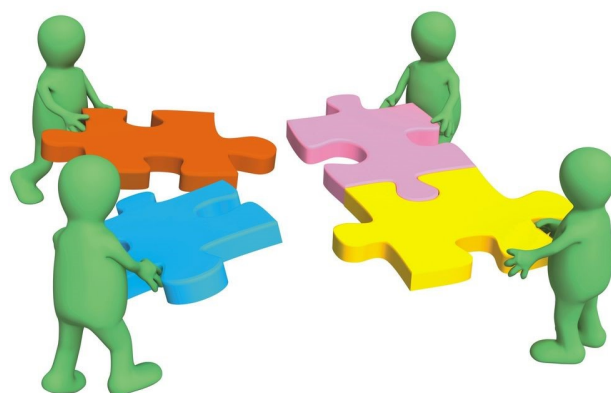
We have set up a 'Carers Working Group' to explore the challenges PICU services are facing when trying to engage carers and to gather ideas on how to overcome these.

Our first meeting was held on 01 December 2022 and was a really engaging, productive session.

The next meetings will be on 01 March 2023 and 04 May 2023.

We will be producing some guidance for services using the information gathered from the group next year.

If you would like to be involved in the group, please contact Maisie.Webster@rcpsych.ac.uk.



Knowledgehub

Join the QNPCU online discussion forum!

Knowledge Hub is a free to join, online platform which allows you to be part of various groups. The Quality Network for Psychiatric Intensive Care Units (QNPICU) has created their own group to facilitate discussions around psychiatric intensive care units. If you work within a service which is currently a member of the network then join us in our discussions.

Joining Knowledge Hub will allow you to:

- Share best practice and quality improvement initiatives
- Seek advice and network with other members
- Share policies, procedures or research papers
- Advertise upcoming events and conferences

For more information or if you wish to join, please email PICU@rcpsych.ac.uk.

QNPICU Standards Revision

The Quality Network for Psychiatric Intensive Care Units is revising the current set of quality standards. This will be the first opportunity to provide feedback on the current set of standards since their publication in July 2020.

The standards can be found on our [website](#).

This will be a two-part consultation. The first part will be the completion of an online survey. The survey will be divided into the different sections of the standards and ask for feedback on the standards, specifically focusing on:

- Clarity and grammar
- Measurability of standards

- Suggested additions and deletions
- Which standards are working well.

The survey can be accessed [here](#). The deadline to complete the survey is **01 February 2023**.

The second part to the consultation will take place as an online Teams meeting. The aim of this meeting will be to highlight what feedback has been received and provide members with a second opportunity to provide further feedback on the standards, focusing again on the above points. The date for this meeting is yet to be decided.

Please contact Kelly.Rodriguez@rcpsych.ac.uk if you have any questions.



Standards for Psychiatric Intensive Care Units – Second Edition

Quality Network for Psychiatric Intensive Care Units

Editor: Kate Townsend and Megan Georgiou
Publication Number: CCQI 342

Date: July 2020



Meet the QNPICU Team!

Kelly Rodriguez

Programme Manager



When did you join the college?

I joined the college in February 2018, so nearly half a decade ago.

What were you doing before joining the team?

I was a Community Support Worker, working with patients who had left hospital and required continued support. At the same time, I was studying for my MSc in Forensic Psychology, busy times!

What is an interesting fact about you?

I was born and raised in Spain (as the surname suggests) so I can speak Spanish. More interestingly, I am from the Basque Country so I can also speak Basque.

What is your favourite animal?

Cats, always and forever. My most favourite feline of all times is the snow leopard and their amazing habit of biting their tails, so precious!

Maisie Webster

Deputy Programme Manager



When did you join the college?

January 2020 so I've been at the College for nearly three years now.

What were you doing before joining the team?

Before joining the team, I supported people who are homeless with complex needs.

What is an interesting fact about you?

An interesting fact about me is I was on Dickinson's Real Deals.

What is your favourite animal?

My favourite animal is a gecko. My leopard gecko Onyx is in the pic with me!



Salanh Kromah

Project Officer



When did you join the college?

I joined the college in May 2022, so it's been 6 months now!

What you were doing before joining the team?

Before I joined the team, I was working as a Social Therapist on an acute psychiatric ward. I supported people on their mental health journey and helped prepare them for integration into the community.

What is an interesting fact about you?

I'm half Kenyan and half Liberian, I was born in New York, but I live in the UK.

What is your favourite animal?

I love them all to be honest. But I must give an honourable shoutout to the felines! What can I say? I'm a cat mum!

Ciara McAree

Project Officer



When did you join the college?

I joined the college in September 2022, so I am still fairly new!

What were you doing before joining the team?

I was an assistant psychologist at the Lucy Faithfull Foundation, working with those who had sexually offended against children online and offline, their families and young people displaying harmful sexual behaviour. I was always interested in the mental health side of my previous role and wanted to pursue it more closely.

What is an interesting fact about you?

I can weightlift/deadlift around 120kg but due to my kneecap being in the wrong place I have had to stop lifting... for now :)

What is your favourite animal?

DOG. SPECIFICALLY, ROTTWEILERS.



Meet the QNPICU Team!

Gordito Rodriguez

Honorary Assistant



When did you join the college?

June 2019.

What were you doing before joining the team?

I have always been at the college.

What is an interesting fact about you?

I actually love belly rubs.

What is your favourite animal?

Pigeons!

Emily Mohri

Deputy Programme Manager
(QNFMHS)



When did you join the college?

I joined the college in January 2021.

What were you doing before joining the team?

Before I joined the College I did an MSc in Global Health and Development (with a timely ending before the COVID pandemic), and worked in the NHS on a relational practice training programme. Before I joined the Forensic team I was a Project Officer on the Enabling Environments team, another network at the College.

What is an interesting fact about you?

I was born and raised in Canada and lived in New York City for a few years before moving to London almost five years ago.

What is your favourite animal?

A tie between sheep and dogs, and my favourite dog is my family goldendoodle Lily (pictured on the right).



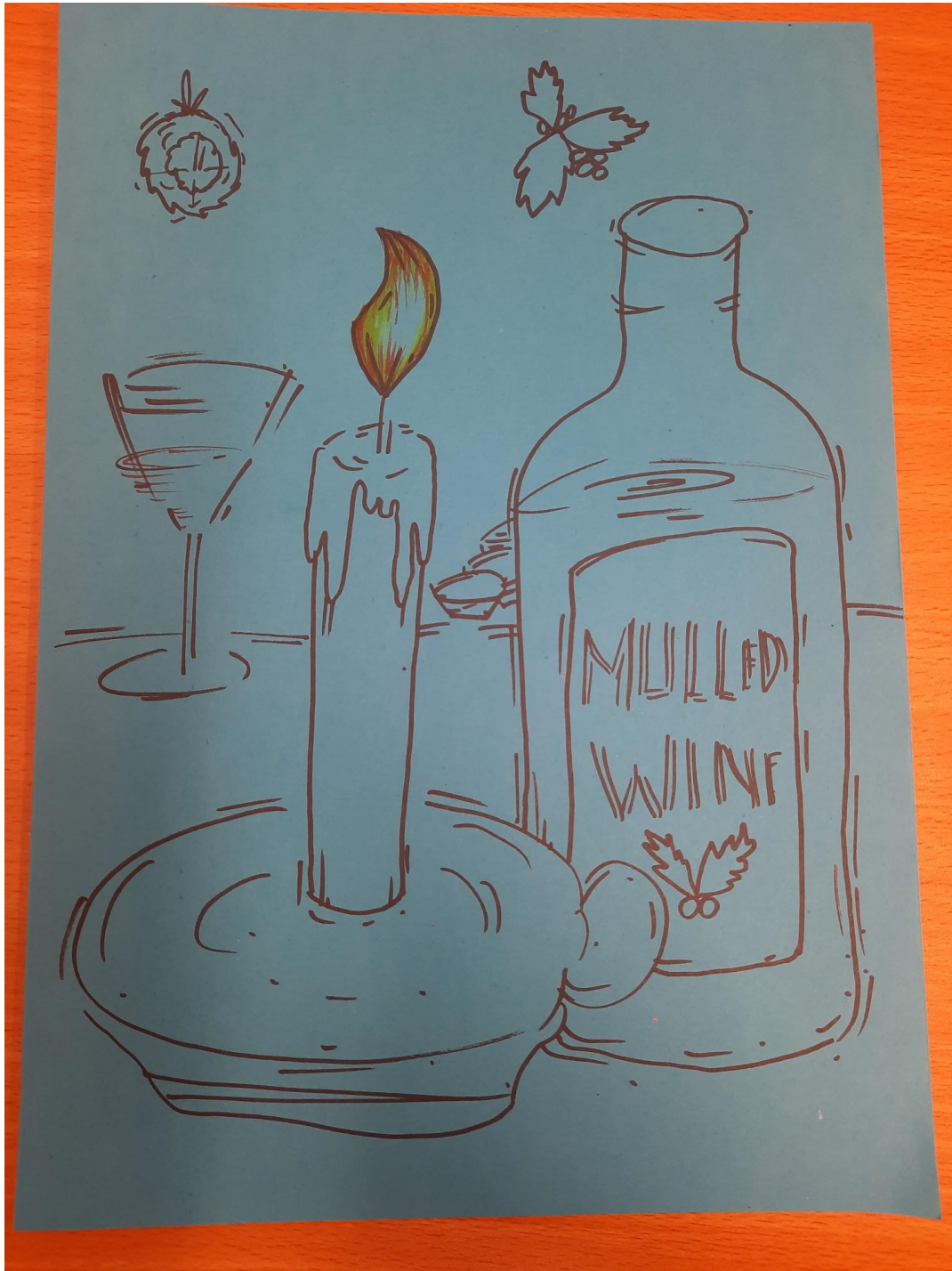
Lily Mohri

Team Mascot



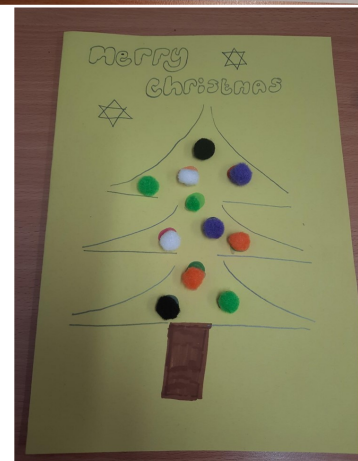
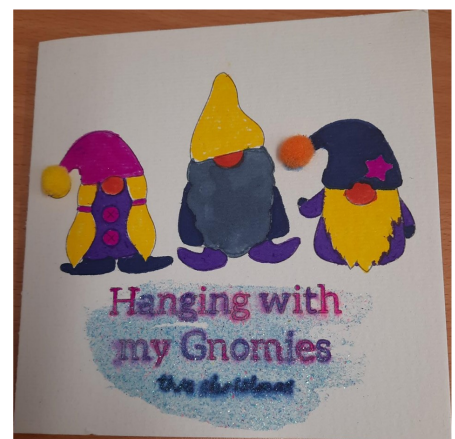
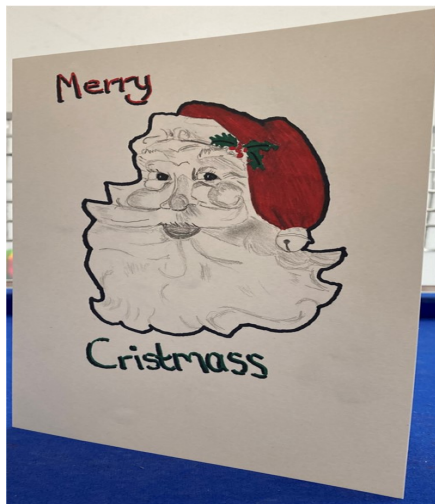
QNPICU Festive Card Competition

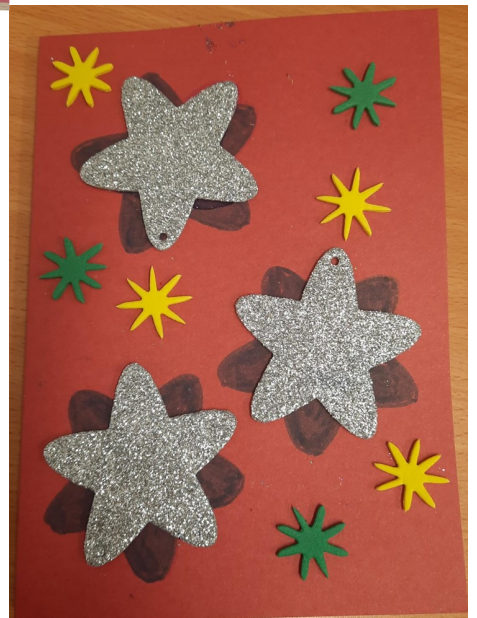
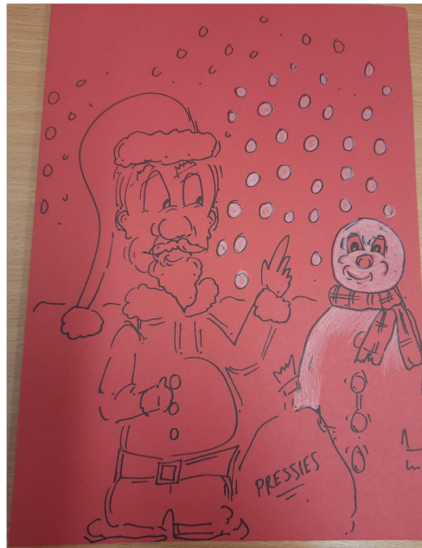
This year, we welcomed all patients in PICU's to submit their festive artwork for a chance to be featured on our electronic festive card which goes out to all of our members. We received so many fantastic entries and we are very grateful. Thank you to everyone who sent in their artwork. Below you will see this years winner, 'Mulled Wine'. On the next two pages you can see all of the amazing entries!



The winning artwork was created by Rob, a patient at NSCHT Harplands Hospital

QNPICU Festive Card Competition Entries





Save the date

CQC Mental Health Observation Programme

CQC is currently developing a Mental Health Observation Programme, and would like to invite clinician members of the Quality Network to one of a series of two-hour virtual workshops being run in the third week of January (January 16 – 20) to help develop indicators for what “good” safe and caring cultures look like on inpatient wards to act as a guide for inspectors.

The aim of the programme is to **inspect and rate core services/locations** that are at **greatest risk of developing closed cultures** and **using restrictive practice inappropriately**.

Inspections that focus on the safety of cultures on inpatient wards will be carried out. These inspections will focus on collecting evidence through observation and understanding people’s experiences (e.g., through talking to staff and patients). However, there will also be other forms of collecting evidence such as reviewing documents where appropriate.

The CQC would like to develop an **assessment framework** to support these focused inspections.

The assessment framework will provide a list of indicators for what “good” looks like in safe and caring cultures for each core service.

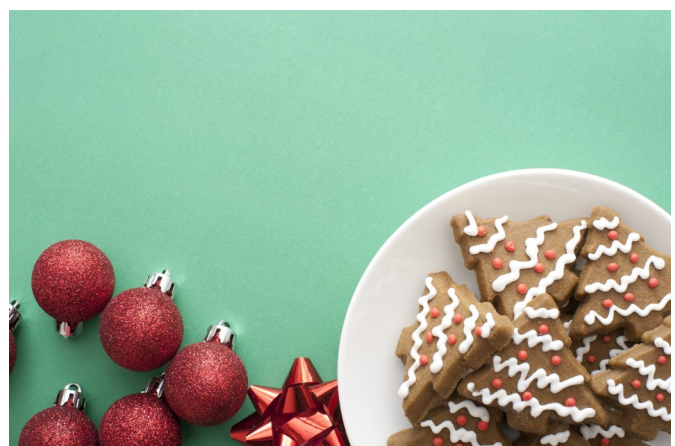
These indicators for good will then be mapped to KLOEs and provide some guidance as to what evidence can be collected to support making judgements against these KLOEs and what tools can be used to help gather the evidence.

Existing evidence and guidelines is being reviewing as well as consulting with people with lived experience to develop the assessment framework, which the CQC would like to review with clinical experts in the January Workshops.

Clinicians interested in attending the workshops should contact Catriona Reeves at CQC via email, catriona.reeves@cqc.org.uk by **Friday January 6**.

Keep an eye out for...

If you enjoyed reading our newsletter and would like to submit an article of your own, keep an eye out for our Spring/Summer and Autumn/Winter Editions in 2023. If you enjoyed the festive artwork then keep an eye out for our Creative Writing and Artwork Competition in Spring 2023 and our 2023 Festive Card Competition.



Useful links

Care Quality Commission

www.cqc.org.uk

Centre for Mental Health

www.centreformentalhealth.org.uk

Centre for Sustainable Healthcare

<https://sustainablehealthcare.org.uk/>

Department of Health

www.doh.gov.uk

Health and Social Care Advisory Service

www.hascas.org.uk

Institute of Psychiatry

www.iop.kcl.ac.uk

National Institute for Health and Care Excellence

www.nice.org.uk

NHS England

www.england.nhs.uk

National Association of Psychiatric Intensive Care Units

www.napicu.org

Revolving Doors

www.revolving-doors.org.uk

Royal College of Psychiatrists' College Centre for Quality Improvement

www.rcpsych.ac.uk/quality.aspx

Royal College of Psychiatrists' Training

www.rcpsych.ac.uk/traininpsychiatry.aspx

See Think Act (2nd Edition)

www.rcpsych.ac.uk/sta

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Knowledge Hub

Please email picu@rcpsych.ac.uk if you wish to join Knowledge Hub, to start discussions and share good practice.

Royal College of Psychiatrists (CCQI) Quality Network for Psychiatric Intensive Care Units

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