

# SEVERELY CHALLENGING/VIOLENT INCIDENT REVIEW MEETING

## FEEDBACK FROM PATIENTS WHO WERE DIRECTLY INVOLVED AS THE PERPETRATOR IN AN INCIDENT

This questionnaire has been designed to gather views from people who have been directly involved in a violent incident. If you feel unwilling or unable to answer any question, please leave it blank. Your responses will be fed into a meeting that will be taking place soon, where staff will be reviewing the way that the incident was managed. Any feedback that you give will be useful to them.

If you need any help filling in this questionnaire, you should ask \_\_\_\_\_.  
The person who invited you to fill in this questionnaire will explain how you will receive feedback from the meeting.

### BEFORE THE INCIDENT

*When unwell, people can suddenly and often unexpectedly behave in ways that appear to be severely challenging or violent to those around them. When this happens, staff are able to use a number of different ways to bring control to the situation, including using medication (often referred to as 'rapid tranquillisation'), using 'hands-on restraint', or by removing the person to a safe quiet area on their own (often referred to as 'seclusion').*

	YES	NO	N/A
1. Before the incident happened, had anyone asked you about how you would prefer to be treated if your behaviour became severely challenging/violent?			

2. If you have any views or preferences about how you would prefer to be treated, what are they?

*Some people can recognise things that, for them, are likely to 'trigger' an incident of severely challenging/violent behaviour.*

	YES	NO	N/A
3. Before the incident, had anyone asked your views on the things that are likely to trigger you to behave in a severely challenging/violent way?			

4. If you have any views about the things that are likely to trigger you to behave in a severely challenging/violent way, what are they?

*Some people can recognise the signs of when they are about to lose control of their behaviour.*

	YES	NO	N/A
5. Before the incident, had anyone asked your views on the types of signs that might warn others that you were likely to become violent?			
6. If you have any views on the types of signs that might warn others that you were likely to become violent, what are they?			
	YES	NO	N/A
7. Before the incident, did staff involve you in making plans for how they would support you to manage any 'risk' that you posed to yourself or others?			
8. If you have any views on the support you receive to manage any 'risk' that you pose, what are they?			
<b>Could the incident have been avoided?</b>			
	YES	NO	N/A
9. In the lead up to <u>this incident</u> , were there any signs that might have warned others that a violent incident was about to happen?			
10. What were they?			
11. What did staff do about it?			
<b>The way that staff managed the incident</b>			
<i>Thinking about the early stages of the incident, we would like to know your views about the way that staff tried to 'de-fuse' the situation.</i>			
<b>Please try to answer if 'observation' was used to try to bring control back to the situation</b>			
12. Do you have any views about <u>the way</u> that observation was carried out e.g. the information that you were given, the length of time it was used for, your interactions with staff whilst it was being carried out?			

<b>Please try to answer if 'hands-on restraint' was used to try to bring control back to the situation</b>			
	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<b>13.</b> Hands-on restraint should only be used as a last resort when other interventions have failed. Do you agree that this was used as a 'last resort'?			
<b>14.</b> If 'not', what other steps <u>do you think</u> could have been taken before hands-on restraint was used?			
	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<b>15.</b> Were you satisfied with the explanations you were given (either at the time or afterwards) about <u>why</u> you were restrained?			
<b>16.</b> Do you have any views about <u>the way</u> that restraint was used e.g. length of time, techniques used, witnesses, the way that monitoring was carried out?			
Please add any other comments you may have			
<b>Please try to answer if 'rapid tranquillisation' was used to try to bring control back to the situation</b>			
	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<b>17.</b> Rapid tranquillisation should only be used as a last resort when other interventions have failed. Do you agree that this was used as a 'last resort'?			
<b>18.</b> If 'not', what other steps <u>do you think</u> could have been taken before rapid tranquillisation was used?			
	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<b>19.</b> Were you satisfied with the explanations you were given (either at the time or afterwards) about <u>why</u> you were given rapid tranquillisation?			
<b>20.</b> Do you have any views about <u>the way</u> that rapid tranquillisation was given e.g. the route of administration, the length of time the drug(s) were effective, the way that monitoring was carried out?			

Please add any other comments you may have			
<b>Please try to answer if 'seclusion' was used to try to bring control back to the situation</b>			
	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<b>21.</b> Seclusion should only be used as a last resort when other interventions have failed. Do you agree that this was used as a 'last resort'?			
<b>22.</b> If 'not', what other steps <u>do you think</u> could have been taken before seclusion was used?			
	<b>YES</b>	<b>NO</b>	<b>N/A</b>
<b>23.</b> Were you satisfied with the explanations you were given (either at the time or afterwards) about <u>why</u> you were secluded?			
<b>24.</b> Do you have any views about <u>the way</u> that seclusion was used e.g. length of time, the seclusion room, the way that monitoring was carried out?			
<b>25.</b> Please add any other comments you may have			

**Thank you for taking the time to complete this questionnaire**

## SEVERELY CHALLENGING/VIOLENT INCIDENT REVIEW MEETING

### FEEDBACK FROM PATIENTS WHO WERE DIRECTLY INVOLVED AS VICTIM OF OR WITNESS TO AN INCIDENT

This questionnaire has been designed to gather views from people who have been directly involved in a violent incident. If you feel unwilling or unable to answer any question, please leave it blank. Your responses will be fed into a meeting that will be taking place soon where staff will be reviewing the way that the incident was managed. Any feedback that you give will be valuable to them.

If you need any help filling in this questionnaire, you should ask \_\_\_\_\_.  
The person who invited you to fill in this questionnaire will explain the way you will get feedback from the meeting.

#### Could the incident have been avoided?

	YES	NO	N/A
1. In the lead up to <u>this incident</u> , were there any signs that might have warned others that a severely challenging/violent incident was about to happen?			
2. If so, what where they?			
3. What did staff do about it?			

#### The way that staff managed the incident

*Thinking about the early stages of the incident, we would like to know your views about the way that staff tried to 'de-fuse' the situation.*

**Please try to answer if 'hands-on restraint' was used to try to bring control back to the situation**

	YES	NO	N/A
4. Hands-on restraint should only be used as a last resort when other interventions have failed. Do you agree that this was used as a 'last resort'?			

5. If 'not', what other steps do you think could have been taken before hands-on restraint was used?

6. Do you have any views about the way that restraint was used e.g. length of time, techniques used, witnesses, the way that monitoring was carried out?

Please add any other comments you may have

**Please try to answer if 'rapid tranquillisation' was used to try to bring control back to the situation**

	YES	NO	N/A
7. Rapid tranquillisation should only be used as a last resort when other interventions have failed. Do you agree that this was used as a 'last resort'?			

8. If 'not', what other steps do you think could have been taken before rapid tranquillisation was used?

9. Do you have any views about the way that rapid tranquillisation was given e.g. the route of administration, the length of time the drug(s) were effective, the way that monitoring was carried out?

Please add any other comments you may have

Please try to answer if 'seclusion' was used to try to bring control back to the situation			
	YES	NO	N/A
10. Seclusion should only be used as a last resort when other interventions have failed. Do you agree that this was used as a 'last resort'?			
11. If 'not', what other steps <u>do you think</u> could have been taken before seclusion was used?			
12. Do you have any views about <u>the way</u> that seclusion was used e.g. length of time, the seclusion room, the way that monitoring was carried out?			
Please add any other comments you may have			

**Thank you for taking the time to complete this questionnaire**