



# National Audit of Violence

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North East Wales NHS Trust.



# Good Practice. Rapid Tranquillisation

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- Pro-active approach.
- Signed Directives where possible.
- Clear protocol linked to nurse, F1 and F2 inductions.
- Regular Audit.
- Review with service user after event.
- Low levels of restraint for 2006 - 6 hours 18 minutes, Adult Mental Health, and 4 hours 19 minutes for Older Persons Services



## Area to improve: In-Patient environments

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- Clearly highlighted in the Audit
- Able to take forward as part of design process for new unit.
- Therapeutic and non threatening environment.
- Able to use audit points as reference for design team.
- Helps staff to input with the supply chain.



## Other Points.

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- Audit did not seem to look at the low levels of violence and restraint
- Maybe need to cross reference against AIM Standards, feedback was very positive re customer care.



# Service User Involvement

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- Importance of Partnership.
- Integral to what we do.



## Feedback from Mr Reg Griffiths, Service User Representative

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- I am a service user representative with Brighter Futures, a Wrexham Mental Health Charity in the voluntary sector, and also a founder member of the LOTUS Group which is part of the Trust's Public & Patient Involvement for older service users and carers. I am also a Public Member within the Trust PPI. I suffer from Schizophrenia.
- Welsh Assembly Government Policy requires involvement of service users at all levels in planning of mental health services in the Trust. Simon has also ensured that, following Trust training, service users also take part in interviewing nursing staff for posts, clinical governance and presentations on staff training courses.



## An area of practice that has improved as a result of taking part in the audit

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- Our Adult Unit was opened in 1995 and was not so much designed by architects but rather a bog standard psychiatric unit design plan was used where it has been found easy to be institutionalised.
- Our Older Persons Unit is contained in what is an old part of the hospital but has a homely feel.
- Both units have been declared not fit for purpose.
- The National Audit of Violence gave a perspective of both units using the Module 2 Environmental Audit Tool which will be used by the design team, set up to oversee the planning of building and contents of our new mental health complex soon to be built.



This area of practise has therefore been improved as a result of taking part in the audit.

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- I was part of Team B carrying out the audit and it was a real fact finding event of the ward environments of the Non-Executive Trust board member on the team who took back to the Board and PPI Department our findings with great purpose and determination TO IMPROVE THE SITUATION.
- I was cared for in the Adult Unit in 1997 for 7 weeks and was able to provide an in-patients view to the team.



# The factors which reduce violence in Mental Health Units and how our new Mental Health Complex will operate

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- **Stress Reduction**

Stress is the main cause of mental illness and if people are allowed to have nothing to occupy their minds it builds up and makes things worse. I am not a violent person and when in the acute phase of my illness tend to be introspective bedevilled by hallucinations and paranoia but can understand where stress can build up to violence when the causes of stress are not dealt with by the environment of the unit and not picked up by staff and dealt with.



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- **Effective communication**

This is essential between staff and each patient to avoid the development of violence. Patients must not be allowed to harbour negative thoughts over a period of time.

- **A structured day**

A structured day for the in-patient is essential with rewarding occupation and a place to chill out such as a central café area. Escorted visits outside the hospital prevent the patient becoming institutionalised such as visits to swimming baths, bike rides and other local points of interest promoted by the borough council.



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- **Physical exercise**

Physical exercise is essential with gym facilities as not only are frustrations worked out but it lifts mood better than antidepressants and makes you feel good.

- **Empowerment**

Following a mental health illness requiring hospitalisation, empowerment of the patient must be focused on and this requires more attention when the patient is being treated back in the community.

It is the frustration of losing your self esteem, confidence, self worth and awareness of self which is so debilitating. You feel empty, worthless and vulnerable which I can understand can produce violence in a patient as an expression of this.

Nursing staff can see through the illness, communicate and re-assure the patient all is not lost in a person's life; things will get better with time.



# How the National Audit of Violence will effect the North East Wales Mental Health Services in the future

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- We are fortunate to be having the brand new Mental Health Unit in North East Wales for both Adult and Older Persons as the present units are not fit for purpose.
- Service Users have been invited by Simon to sit on the design committee where the results of this National Audit of Violence will be used to great effect to design a safe, healing, stress free environment and make the in-patient experience as pleasant as possible and help eliminate the causes of patient violence.



# THANK YOU

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○ **Any Questions?**