

The Areas involved in the Audit

Peppermill Court

- A purpose built unit opened in the mid 1990's to provide residential care and day care for older people with organic and functional illness.
- The unit now provides care for older men with disturbed behaviours and continues to provide mixed sex day care three days each week.

Ward 2 Bootham Park Hospital

- A ward on the first floor of a Georgian Asylum.
- The ward is a busy acute mixed sex admission ward.

Elderly Assessment Unit Bootham Park Hospital

- A ground floor unit used for assessment of older people with functional and organic illness.
- Modified and improved for current purpose during the late 1990's.
- All areas have a similar number of beds in use and comparable numbers of staff. If high level observations are required all units have access to additional staff.

NAV

Module 2

- Environmental Audit
- Area of good practice.

Area of good practice

- The audit teams were impressed with the Environment of the Elderly Assessment Unit on the ground floor of Bootham Park Hospital.
- The unit is a large ground floor, bright open ward providing several small sitting rooms some with direct access to fenced gardens.

The Audit results reflected the audit teams findings.

- 37 out of the 38 standards were met.

Standard 16

- (Single sex day rooms) was the standard not met. However, if the need arises designated areas could be identified for males/females.

Peppermill Court

- This unit was found to be very spacious but lacking in signage and furnishings. The unit has obtained a Kings Fund Grant to “enhance a healing environment” and work has now begun on the project.
- Trained dementia care mappers are recording the interactions and changes in the behaviours of the patients as the work progresses.

Adverse incident reports are also to provide a comparative study of behaviours both before the work, during the work and after the work is completed.

Ward 2

- Ward 2 in comparison to the accommodation for older people appeared cramped and failed to meet several standards.
- The audit team were concerned that some rooms were dual purpose and there did not appear to be any quiet areas on the wards.

The audit team discussed if EAU was a more appropriate area to provide acute psychiatric care, but recognised some of the management of patients safety issues that would need to be addressed.

All areas achieved standards 1, 2, 5, 7,
11, 12, 28, 29, 34, 35 and 36.

NAV

Adverse Incidents Report
Forms

- “Being attacked badly affected my life.”
- “Lots and lots of AIRS forms.”
- “Useful, but do take up a lot of our time.”
- “They go to senior management, but they do not have a clue about what is going on the ward.”
- “Some people are reluctant to do AIRS forms.”
- “Most incidents reported”.
- “Is it worth reporting a raised fist, for example?”

- You have to be careful what you interpret as abuse.
- Bruises are part of the job.
- Swearing, spitting, kicking, threatening gestures, being punched and bitten.

Adverse Incident Report Forms

- “I have felt safe on duty”. “I realise these people are ill”.
- “People do not realise they are not sweet little old men and they can be very, very physically and verbally aggressive”.
- “It can be stressful for staff”.
- “Having worked both acute adult and elderly, elderly can be significantly more aggressive due to their illness, particularly in the case of dementia”.

- “The Government should be more aware – the care of older people can involve violence and challenging behaviour.”
- “Tony Blair should try working here for a day.”

- The majority of staff in all areas stated they have been involved in managing severely challenging and violent incidents.
- A large majority have received training in completing AIRS forms.
- A large percentage of staff said they do not get any clinical supervision.

Adverse Incident Report Forms

Action Plan

- To improve staff attitudes towards the use of AIRS Forms.
- To encourage staff teams to discuss AIRS Forms on a regular basis with their team leader.
- Increase the take up of clinical supervision.

Module 1

Do you currently receive one-one clinical supervision?

EAU		PM		WD2		NATIONAL FIGURES	
YES	NO	YES	NO	YES	NO	YES	NO
40	60	29	71			56	44

Does this supervision include incidents and events relating to the prevention and management of violence?

EAU		PM		WD2		NAITONAL FIGURES	
YES	NO	YES	NO	YES	NO	YES	NO
50	50	100				66	34

Do you think staff deal effectively with severely challenging/violent behaviour?

EAU		PM		WD2		NATIONAL FIGURES	
YES	NO	YES	NO	YES	NO	YES	NO
100		100				91	9

Have you received training in how to record any incident using the appropriate local templates?

EAU		PM		WARD2		NATIONAL FIGURES	
YES	NO	YES	NO	YES	NO	YES	NO
89	11	82	18			63	37

Have all incidents of severely/challenging behaviour that you have been aware of in the past year been recorded?

EAU		PM		WARD 2		NATIONAL FIGURES	
YES	NO	YES	NO	YES	NO	YES	NO
90	10	86	14			88	12

Do you have sufficient opportunities to raise and discuss issues and concerns with colleagues?

EAU		PM		WARD 2		NATIONAL FIGURES	
YES	NO	YES	NO	YES	NO	YES	NO
100		88	12			80	20

Area of Good Practice

Peppemill Court

Weekly group supervision available
with psychologist