Frontline Staff – Making All the Difference
QNFMHS Workshop

18th December 2014
Welcome to the introduction of

Having a Voice - Restorative Justice Approach

Making it Meaningful through Nurse Led Themed Week
What are the restorative processes?

- Restorative processes bring those harmed by crime or conflict and the person responsible together in a safe and supported way.

- This enables everyone affected by a particular incident to play a part in repairing the harm and finding a positive way forward.

- It allows the person harmed by conflict or crime to feel empowered to have their say, there is evidence that this can reduce the risks of post traumatic stress and support the recovery process.

- Restorative processes has been used a lot by the police.

- Schools, community youth centres, care homes and the wider community are now using this process to address conflict, and build understanding and strength relationships.

- It measures success differently, rather than measuring how much punishment has been inflicted. It measures how much harm has been repaired or prevented.
Restorative Justice - How we implemented it.

- We met as an MDT and discussed the increase in conflict and tension on the ward and how we could reduce this.

- We agreed a date and time with the ward community for a meeting about the conflict and tension on the ward.

- As a ward community we set out that the meeting was to be solution focused.

- We negotiated the restorative approach which we agreed would be voluntary approach.

- The approach was quickly in bedded on to the ward, with patients and staff requesting restorative meetings to deal with conflict and repair harm.
3 types of meetings were set out on the ward

- 1 meeting to manage conflict before harm had been caused.
- 2 a restorative meeting to repair the harm.
- 3 a restorative community meeting where harm has been caused in the ward community.

Present in all meetings are a mediator, and a supporter.

All meetings have an agreed set of rules that are set out at the beginning of the meeting.
Restorative Justice can provide positive benefits

The person harmed
- Has the opportunity to tell the person causing harm how it has impacted on them.
- Has input on creating a plan that addresses the harm done, not just the incident itself.
- Can have a face to face meeting and ask the person causing harm questions about the incident and why they did it.
- Can gain a sense of closure and a belief that the best has come from a bad situation.
- Some research to say it can reduce post traumatic stress.

The person causing harm
- Has a voice in how to repair the harm, rather than just receive a punishment.
- Has an opportunity to offer an explanation and an apology.
- Can see and hear how their actions have hurt others.
- Can see the impact on others in the ward community.

The ward community
- Can experience a reduction in conflict on the ward.
- Can benefit from diminished animosity and tension among people in the ward community.
- Can gain greater understanding and empathy of the people causing harm, their experiences and struggles.
- Can support people to change.
- Can view conflict more comprehensively: it recognizes that people causing conflict harm victims, communities and themselves. (Referenced from the RJA web site)
Nurse led themed week were developed

- To work collaboratively as patients and staff towards shared goals of recovery.
- To skill & educate patients in their area of need, to aid recovery.
- Themes are developed with the patients for the patients.
- To supported patients in presenting sessions
- To address trends in the ward/hospital/community at the time e.g. safeguarding, effects of illegal drugs, sex education,
- To supports the development of therapeutic relationship
- To enable patients to raise questions in advance about themes and get answers.
### How Themes can encompasses ‘My Shared Pathway My Outcomes, Plans, and Progress’.

<table>
<thead>
<tr>
<th>My Mental Health Recovery</th>
<th>Making Feasible Plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relaxation Techniques</td>
<td>Charity/ voluntary work</td>
</tr>
<tr>
<td>Trust and hope.</td>
<td>IT week</td>
</tr>
<tr>
<td>Discrimination and prejudice</td>
<td>Career planning</td>
</tr>
<tr>
<td>Avoiding escalation of anxiety and stress</td>
<td>My Life Skills</td>
</tr>
<tr>
<td>Understanding and coping mental health</td>
<td>Self-esteem and confidence building</td>
</tr>
<tr>
<td>Safeguarding</td>
<td>Communication</td>
</tr>
<tr>
<td>Understanding the law</td>
<td>Assertiveness</td>
</tr>
<tr>
<td>Relapse prevention</td>
<td>Team building</td>
</tr>
<tr>
<td>Stopping My Problem Behaviours</td>
<td>Money matters.</td>
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<td>What coping strategies work for me</td>
<td>Time management</td>
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<tr>
<td>Understanding what makes me ‘risky’</td>
<td>Creative week</td>
</tr>
<tr>
<td>Getting Insight</td>
<td>Debating week</td>
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<tr>
<td>Mindfulness</td>
<td>Staying healthy</td>
</tr>
<tr>
<td>Understanding medication</td>
<td>Health and personal safety</td>
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<tr>
<td>Recovery From Drug And Alcohol Problems</td>
<td>Skin and nail care</td>
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<td>Understanding peer pressure and how to say no.</td>
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<td>My Relationships</td>
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<td>Professional and personal relationships</td>
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‘Themed Weeks’ the next step

- All Themed weeks are downloaded onto the S drive at Kneesworth House Hospital for all wards to adapt & use.
- We have an identified nurse who supports in the development of weekly Themed packs
- That nurse led sessions/Themed weeks are downloaded on to synapse to share good ideas in PIC
- Suggestion box on the ward for ideas on Themes
Patients Feedback

- I really enjoyed the communication week because it was fun.
- Sessions offered are focused on the areas I need to learn more about like budgeting.
- Because I suggested the Theme (anxiety) it motivates me to attend.
- I enjoy learning from my friends.
- I never new that nurse cared till she did a session on communication
- I was able to see my body language sometimes seemed like I am angry when I am not.
Staff Feedback

- It gives us structure to the day and we have seen a reduction in incidents on the ward (Deputy Charge Nurse).
- It has been easier to research and plan for because the themes are set out for 6 weeks at a time (Staff Nurse).
- It has allowed patients and staff to gel as a community (Health Care Worker).
- It's helped develop therapeutic relationships with the patients (Staff Nurse).
- I have been able to reflect back to themes/sessions I previously delivered to support patients in certain situations (Health Care Worker).
- I have observed patients reflecting back to themes/sessions delivered to manage situations (Staff Nurse).
Any Questions