



Somerset Partnership



NHS and Social Care Trust



Management of Challenging Behaviours on Elderly Persons Ward

Background

- Forget Me Not (Audit Commission 2000)
- Development of Older People's Mental Health Services within each PCT area
- Combined strategy - Adult Social care, Primary Care Trust and private sector
- 270 specialist residential care beds supported by specialist nurses from the Trust
- Increase in EMI beds and social care packages allowed development of community teams and reduce hospital stay admissions.

The effect of the above has been to concentrate the most difficult and challenging cases of older people in the remaining Trust beds.

Untoward Events Reported

- Use of the Datix Untoward Event Reporting
- Quarterly Analysis
- Compare the three in-patient units
- Note results

Comments from Staff (i)

“Although there is a de-escalation room on the other ward there is not one on our ward and it is difficult to get to with an aggressive patient.”

“Badly designed.”

“The ward is dark and dreary.”

“Since refurbishment the ward is noisy and has no character”

Comments from Staff (ii)

“Too many clients milling around, the ward reacts better to around 16 clients you have more time to give them personnel care which helps with clients behaviour in the end.”

“When full I find not enough room clients get more distressed and angry.”

“When we are full I feel that there is not enough space to accommodate 24 moderate to globally cognitively impaired and potentially aggressive patients. The lack of appropriate smaller areas on the ward to defuse potentially aggressive situations.”

Proposals

- Paint/redecoration.
- Use of colour scheme that aids clients with dementia as identified by the Stirling University at the Iris Murdoch Centre.
- Use of Colour
- Use of contrasting backgrounds
- Use of signage
- Use of lighting
- Recognition and theme areas

