

Refocusing and Violence and Aggression

Worcestershire Mental Health
Partnership Trust

Boundaries and Expectations

- Written standards for service users, visitors and staff
- Persons are left in no doubt as to what is unacceptable behaviour
- When challenging unacceptable behaviour the Nursing Team support each other
- Medical colleagues support the Nursing Team through patient reviews to address unacceptable behaviours

- TV off at midnight
- No Smoking within the Ward environment
- No Mobile phones
- No individual TV or stereos
- Set visiting hours
- No illicit substances (drugs or alcohol)
- No 'Takeaway' food after 8.45pm
- Service users encouraged to retire to bed after midnight

Daily 1:1

- Every day a member of the Nursing Team is designated to have a 1:1 verbal interaction with a service user
- Gives the service user the opportunity to talk ‘in confidence’
- Develops a therapeutic rapport
- Gives us the opportunity to to ‘Defuse or De-escalate’
- Encourages staff development, giving them more experience and confidence

Daily Programme of Activities

- Patients go to bed at a more reasonable time, they are more alert/awake during the day, giving staff the opportunity to engage in daily planned activities
- Further develops rapport with staff
- Prevents patients from getting bored
- Enables Nursing Staff to better assess and provide more reliable 'feed back'

Weekly Community Meetings

- To address any issues, as a community (staff and service users).
- Patient Satisfaction Questionnaire has been developed to give the service user the opportunity to indicate their views on specific nursing interventions and the Ward environment

'The Bottom Line'

- Incidents of Violence and Aggression have been significantly reduced
- Use of rapid tranquillisation has been substantially reduced
- Incidents where physical intervention would have been required have been considerably reduced
- Staff sickness levels are down
- Staff morale is higher
- Average length of admissions have been reduced from 59 to 34 days
- Wards are calmer, more settled and more 'in tune' with a Hospital environment.