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WELCOME

Welcome to the 3rd edition of the Quality Network for Psychiatric Intensive Care Units' newsletter. We've received a couple of articles, thank you to those that contributed! If you would like to submit an article for our next edition, please get in touch.

We've been really busy over the last few months improving our package for member services. With the help of our new advisory group, we've got a packed programme for our upcoming first QNPICU Annual Forum on 12 October 2018. It is looking to be an excellent day and we really hope you can join us. The event is free to attend and more information is included inside – please circulate widely amongst your colleagues!

Later this year, we will be publishing our first aggregated report, summarising the key findings from reviews that took place between a set timeframe. We are also putting systems in place to pilot a peer-review only network in 2019; this is to enable services to engage in a quality improvement process without having to become accredited. The idea is to support services to improve their care and gain the benefits from membership, that are not quite ready to seek accreditation.

We have been focusing on developing the peer-reviewer training to ensure our members get the most out of the experience; with new interactive exercises, and group discussions. We are aiming to ensure people get what they want from the training. There are still spaces available for our training later this year if you are interested.

At the end of last year we promised that a project team member would attend at all of our accreditation reviews, and this is something we have been working hard to accomplish.

I hope you enjoy this edition and we hope to see you at the Annual Forum!

Megan Georgiou, Programme Manager & Kate Townsend, Deputy Programme Manager, QNPICU



A Carer's Perspective on PICU Admission

Having a loved one being sent out of area to a PICU for the first time was a very difficult and frightening experience for them and us as their family, which was made easier by small things that staff did. Most people have never heard of a PICU, I think this should be addressed through education which also includes staff.

Arriving to see my son on an acute ward, I was not admitted as usual but told that a member of staff needed to speak with me. Forty minutes later I was sat down and told my son was very poorly - yes, I knew that! There had been an incident and he was being 'sent away' where he could be 'managed' to a PICU a 7-hour drive away. I could see my loved one but not for very long — this would be supervised in a 'special room'. Having had very little sleep for a number of weeks, I felt distraught. What was a PICU? How long was he going to be there? What would happen to him? How was he going to cope so far away from home with little visits. I had to hold myself together to see my son and not cause him any further distress or anxiety. I then had to phone and inform my husband — we were just both in shock as we didn't understand what this would mean for our son.

I was later phoned to say that my son was en-route and what time they were expected to arrive. I was told to give the PICU a call later if we hadn't heard from them. This I did, giving a little extra time. I was told that no information could be given, he wasn't there and to phone the referring ward. I then spent hours attempting to get through to the referring ward. Where was my son? Was he safe? Was he alive? Eventually I got through and was told that the PICU had no vacancies because the place had not been confirmed. However, a PICU nearer had been found. I was then given the contact details. I was apologised to and they said they hadn't wanted to bother me as it was

so late! It was such a relief to know that my loved one was safe and on a ward. It's so important that staff remember that phone call on arrival to families and carers to let them know that their loved one has safely arrived.

The staff at the PICU were very helpful on the phone. What was reassuring, was that I could call anytime with any worries or concerns. Being so far away I really appreciated this. Being able to speak with my son on a daily basis, meant I did raise concerns and could address his worries. I was grateful that staff would listen and clearly wanted to help my son — being treated out of area, this was vital!

We arranged a visit. I would have, in hindsight, liked to have been forewarned about how different visiting a PICU is to an acute ward. Having items removed, clothes checked, going through air locked doors, security and safety systems. This was very alien to us and frightening initially. I think educating visitors so that they are forewarned and explaining why things are done would have alleviated some of this anxiety. When you understand why procedures happen, you realise it's about the safety of patients on the ward. We visited on a number of occasions, being greeted from the moment we entered the reception area by the friendly staff, offered a drink, checking that we were okay, are all the little things that make such a difference when visiting during what is a traumatic time for families and carers.

Our opinion by the team was sought throughout my sons two week stay. We felt listened to and involved. More importantly we felt that our loved one was treated as a person with compassion, care and respect by staff. Staff at the PICU are the biggest asset and need to be nurtured and valued by managers too. Happy staff means my loved one's care will be so much better too, which is what matters the most to me!

Tracy Lang
Family and Friends Representative
QNPICU

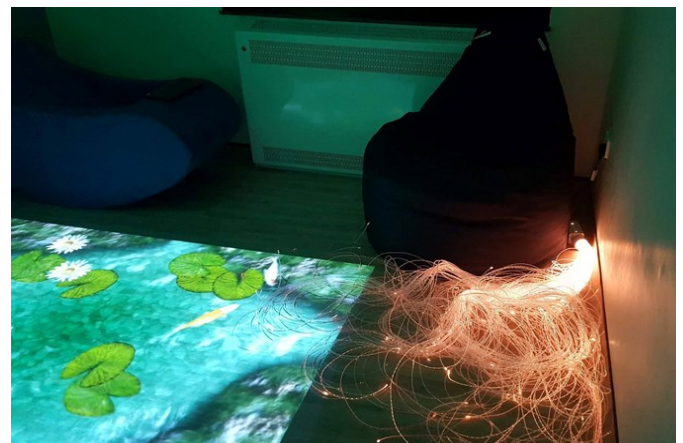
Norbury PICU Sensory Room

There is a growing body of evidence base nationally and internationally for the efficacy of using sensory rooms and sensory strategies in mental health inpatient settings. The sensory room on Norbury has been in situ since December 2017 and has been well utilised by the service users as a central part of their Occupational Therapy treatment plans.

Some of the observed benefits of using a sensory room on the PICU are:

- Increased service user engagement in the treatment process.
- Reduction in the use of restrictive interventions, such as use of PRN medication and DMI usage.
- Improving the service user experience.
- Improving service users' skills in self-regulation of behaviours.

A research project is in process to formally evidence the usage of the sensory room and capture its impact on service users' care. Initial results (using the Behavioural Activity Rating Scale (BARS)) have shown a significant reduction in agitation without PRN. Initial service user feedback is positive, suggesting the sessions have improved the quality of care received, and been influential in their recovery and transfer from PICU.



Stephanie Platt
Advanced Nurse Practitioner and
Approved/Responsible Clinician
Norbury PICU

Follow us on Twitter @ccqi_ @rcpsych
And use #qnpicu for up-to-date information.

Getting the Most Out of Your Quality Network Review

We're often asked how member services can get the most out of the Network and the review process. We thought we'd share some of the key points with you to help you maximise the benefits and opportunities for your service, your team, yourself, your patients and your carers.

How can you involve your wider team, patients and carers in the review process?

- Take a whole team approach and ensure everyone is aware of the review, what it is, and how they can be involved
- Allocate responsibilities among team members, at self-review and peer-review, to encourage ownership over parts of the process
- Identify patient and carer representatives to raise awareness among their peers and to lead on different areas. This may include: encouraging attendance at meetings, identifying individuals to support the tour of the unit, encouraging newsletter contributions, and/or boosting involvement in Network initiatives.

What is the most effective way to approach a review day?

- Inform everyone of the review day and share the timetable in advance
- Assign roles and responsibilities
- Identify any priorities in your service that you wish to discuss with the review team
- Invite everyone to lunch and to network with the reviewing team

Following the review, how could you make the most out of the findings?

- Disseminate the key findings to your staff team, your patients and carers
- Celebrate the identified areas of achievement
- Develop an action plan in collaboration with all parties and allocate responsibilities
- Have regular meetings to keep track of progress ahead of the next year's review

What would make the process more helpful for your service?

- Be as honest as possible when scoring the standards – this will ensure the report is as helpful as possible in identifying areas for service development
- Hold regular meetings to keep track of progress throughout the self-review period and ahead of the review day
- View the process as supportive when being reviewed and when reviewing others. We're all in this together!
- Maintain good communication with your project link person to ensure the smooth running of the day
- Encourage team members to attend reviewer training and actively participate in review visits
- Promote the benefits to staff members in terms of personal development e.g. learning about other services, developing skills in chairing meetings and delivering feedback, bringing knowledge back to your service to improve your own practices, building your professional network, and CPD opportunities
- Attendance at events and contributing good practice in the form of workshop proposals
- Provide feedback following review visits to help improve the process

**Megan Georgiou, Programme Manager,
Quality Network for Psychiatric
Intensive Care Units**

Maximising Patient and Carer Involvement with the Quality Network

The perspectives of patients and carers are a very important aspect in improving the quality of services and helping to meet the needs of those with lived experience in these environments. As well as having discussions with senior management and staff on the frontline, we also listen to patients and their family and friends.

How can patients and carers get involved with us?

Here are some ways that patients and carers can get involved with us:

- Writing articles for our newsletters which are published quarterly.
- Co-present workshop presentations with staff members at our events to gain skills in presenting and group facilitation.

How patients and carers can get the most out of our reviews:

Every year, our member services receive a peer-review visit which involves a meeting with patients and carers. Here are some ways they can get the most out of these visits:

- Complete the self-review survey before each review visit, to provide feedback anonymously.
- Attend the patient and carer meetings on the day of the review and encourage others to attend this meeting.
- Be part of the lunch and networking session during peer-review visits to engage with staff and the visiting peer-review team.

We are constantly looking for ways to further promote user involvement with our Network. If you have any suggestions on how you would like patients and carers to get involved with us, please let us know!

Jemini Jethwa
Project Worker,
Quality Network for Psychiatric
Intensive Care Units



Standards for Psychiatric Intensive Care Units (2017)

Available online:

[www.rcpsych.ac.uk/
picu](http://www.rcpsych.ac.uk/picu)

Upcoming Events

PICU Annual Forum!

The Quality Network for Psychiatric Intensive Care Units would like to invite you to attend its first Annual Forum, taking place on Friday 12 October.

This will be an interactive event packed with presentations and workshops. It is an opportunity for professionals from all disciplines to meet and discuss key service development issues relevant to PICU services in greater detail and share ideas about the future.

This is a free event, and we welcome members and non-members to attend. It will be held at the Royal College of Psychiatrists, 21 Prescot street, London, E1 8BB.

If you are interested in booking a place for this event, please email Kate Townsend at: kate.townsend@rcpsych.ac.uk

We look forward to seeing you there!



Any ideas for future events? Let us know!

picu@rcpsych.ac.uk

Benefits of Going on a Peer-Review

Joining a peer-review team provides a valuable opportunity to visit other wards/units and share ideas and experience. We hope that the visits will be interesting for both the reviewers and the host team. The experience may also help you prepare for your own peer-review visit.

Here are some reasons to go on a peer-review visit:

1. Networking and finding examples of good practice to take back to your own service
2. Peer-reviews enable staff to share and learn from best practice, facilitating quality improvement throughout the whole network
3. Reduces clinical isolation within a tough working environment
4. CPD points available for attending reviews
5. Strengthen ties with the Network and PICU colleagues and gain quality improvement knowledge
6. Build on your leadership and assertiveness skills
7. Gain a better understanding for those about to go through their own accreditation process

It is a requirement of QNPICU membership that members support staff to attend reviewer training and peer-review visits. There is an expectation that each member service participates in two peer-review visits in a year period, other than their own.

Upcoming reviewer training dates:

Wednesday 17 October, 13:30-16:30

Royal College of Psychiatrists, London, E1 8BB

Further information is available at www.rcpsych.ac.uk/picu

Should you or a colleague wish to book a place, please email kate.townsend@rcpsych.ac.uk

QNPICU Peer-Review Opportunities

We require peer-reviewers for the following forthcoming peer-review accreditation visits:

Date	Ward Name—Trust Name, Location
25 September 2018	Priestner's Unit (North West Boroughs Healthcare NHS Foundation Trust) Atherleigh Park, Leigh WN7 1YN
07 November 2018	Hooper Ward PICU (Cygnet Healthcare) 23 Tunnan Leys, Beckton, London E6 6ZB
07 November 2018	Walton Ward (South West Yorkshire Partnership NHS Foundation Trust) Fieldhead, Ouchthorpe Lane, Wakefield WF1 3SP
14 November 2018	Radley Ward (Nouvita Healthcare) 4 London Road, Baldock SG7 6ND
29 November 2018	Ashurst Ward (Oxford Health NHS Foundation Trust) Littlemore Hospital, Sandford Road, Oxford OX4 4XN
06 December 2018	Jade Ward (East London NHS Foundation Trust) Calnwood Road, Luton. Bedfordshire, LU4 0FB

Please note: We are unable to accept volunteers who are currently or have recently been employed by the host unit or the Trust/Organisation to which they belong. If you are unsure about any other conflicts of interest that might affect our ability to select you for teams, please get in touch.

If you are able to attend any of the above reviews, please contact kate.townsend@rcpsych.ac.uk specifying your job title and organisation you work for.

QNPICU—New Membership Option

The Quality Network is piloting a peer-review only option in 2019. This involves services having an annual peer-review visit, and will focus on how services can improve. It is a supportive process to build services up to the standard of accreditation, and engage more members who would like to be involved with the Network. This will be piloted for a limited number of services in 2019.

This option enables services to have a peer review visit more frequently, and to receive a detailed report outlining areas for improvement and areas of achievement, and recommendations for any standards which are partly met or not met.

Benefits of a peer-review:

- A supportive and developmental approach to quality improvement
- Access to valuable networking opportunities
- The opportunity to visit other services to learn and share good practise

QNPICU Aggregated Report

QNPICU will be releasing it's first aggregated report due this Autumn!

Based on findings from implementing AIMS-PICU 3rd Edition Standards, the report will be analysing and presenting key themes and trends from services who conducted a peer review visit between 2014 to 2017. The report will be shared with each of our current members and it will be available on our website.

Join the **Email Discussion Group** to network with colleagues in the field of psychiatric intensive care.

Email 'join' to picu@rcpsych.ac.uk

College Reports and Publications

A look at recent developments in mental health.

For regular communication, join the **email discussion group** by emailing the word 'join' to **picu@rcpsych.ac.uk**

Good Psychiatric Practice: Confidentiality and Information Sharing (2017)

<https://www.rcpsych.ac.uk/files/pdfversion/CR209.pdf>

The central purpose of this document is to provide members with guidance on good practice in confidentiality. This includes advice on information sharing and on dealing with decisions on disclosure, including requests for disclosure.

Good Psychiatric Practice Confidentiality and information sharing

Third edition



CR209

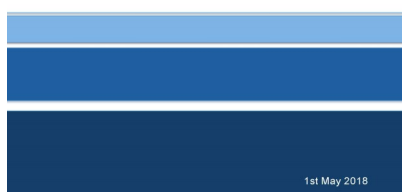
Independent Review of the Mental Health Act: interim report (2018)

A summary of the review's work so far.

<https://www.gov.uk/government/publications/independent-review-of-the-mental-health-act-interim-report>

The independent review of
the Mental Health Act

Interim report



1st May 2018

Use of licensed medicines for unlicensed applications in psychiatric practice (2nd edition, 2017)

<https://www.rcpsych.ac.uk/files/pdfversion/CR210.pdf>

The second edition of The Royal College of Psychiatrists guidance on recommended procedures for the use of licensed medicines for unlicensed applications in psychiatric practice.

Use of licensed medicines for unlicensed applications in psychiatric practice

2nd edition

Royal College of Psychiatrists
Psychopharmacology Committee



CR210

Upcoming Quality Improvement Events at The Royal College of Psychiatrists

Monday 22 October 2018 – Leading for Improvement

This course will help you to develop an understanding of your role as a senior leader in supporting and leading quality improvement work within your organisation. The course is suitable for senior leaders at all levels of management knowledge and experience.

https://www.rcpsych.ac.uk/traininpsychiatry/conferencetraining/conferencesandcourses/oct22_qiseniorleaders2018.aspx

Please note: These events are offered by the College and not the QNPICU team. Please follow the links for specific booking information.

Monday 29 October 2018 – Quality Improvement in Practice Annual Conference

Join us to share successful examples of quality improvement (QI) in mental health services, to develop further strategies to support embedding and spreading the philosophy and approach of QI to improving care in mental health services. Our focus is on learning from the fantastic improvement work that is taking place across the country, as well as the opportunity to hear about projects through world café sessions and posters.

https://www.rcpsych.ac.uk/traininpsychiatry/conferencetraining/conferencesandcourses/oct29_qiconference.aspx

For further information on College event locations and booking enquiries, please visit

<https://www.rcpsych.ac.uk/eventscalendar.aspx>

Useful links

Care Quality Commission

www.cqc.org.uk

Centre for Mental Health

www.centreformentalhealth.org.uk

Department of Health

www.doh.gov.uk

Health and Social Care Advisory Service

www.hascas.org.uk

Institute of Psychiatry

www.iop.kcl.ac.uk

National Institute for Health and Care Excellence

www.nice.org.uk

NHS England

www.england.nhs.uk

National Association of Psychiatric Intensive Care Units

www.napicu.org

Revolving Doors

www.revolving-doors.org.uk

Royal College of Psychiatrists' College Centre for Quality Improvement

www.rcpsych.ac.uk/quality.aspx

Royal College of Psychiatrists' Training

www.rcpsych.ac.uk/traininpsychiatry.aspx

See Think Act (2nd Edition)

www.rcpsych.ac.uk/sta

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Twitter

Follow us: **@rcpsych** and **@ccqi_** and use **#qnpicu** for up-to-date information

Email Discussion Group

picu@rcpsych.ac.uk

To join the discussion group, email 'join' to the above email address.

Royal College of Psychiatrists' College Centre for Quality Improvement QNPICU

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London