

Your guide to **relational security**

SEE

THINK

ACT **2ND EDITION**



The Context

- Mental health settings are complex and they place unique demands on staff.
- We expect staff to manage serious risks *and* maintain the right balance between care and security.
- There is often a tension between care and security. The tension can sometimes be viewed as negative but it can be positive too. The tension keeps care and security in balance.
- There are 3 core elements of security in secure mental health services.
 - physical security
 - procedural security
 - relational security

SEE THINK ACT deals with relational security.



Risk

- When a serious incident occurs in a secure mental health service, it can have devastating consequences.
- All types of health service carry some specific risks but the risks in secure mental health services can include:
- The consequences of these types of incident are wide-reaching and can cause long lasting damage to patients, to staff and to other people in the community. They also seriously undermine:
- When these types of incidents *have* happened in services, they have often been found to be rooted in poor 'relational security' .



- Escapes**
- Absconds**
- Homicides**
- Suicides**
- Serious assaults**
- Intimidation**
- Exploitation**
- Boundary violations**

- Confidence of staff**
- Extended lengths of stay for patients**
- Progress to de-stigmatise mental health**
- Reputation of the organisation**
- Service income**
- Public confidence**
- Willingness of the community to engage**

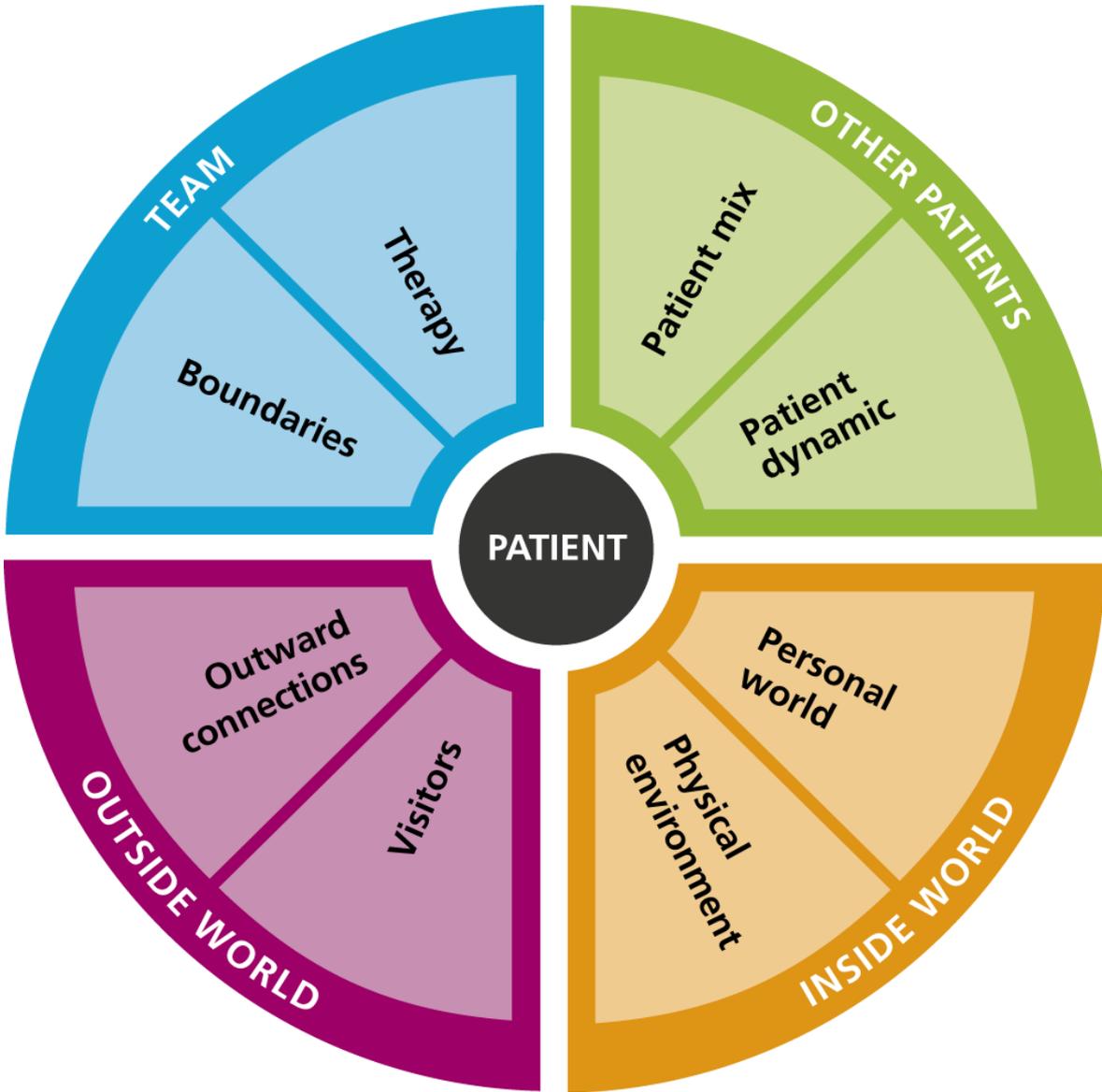


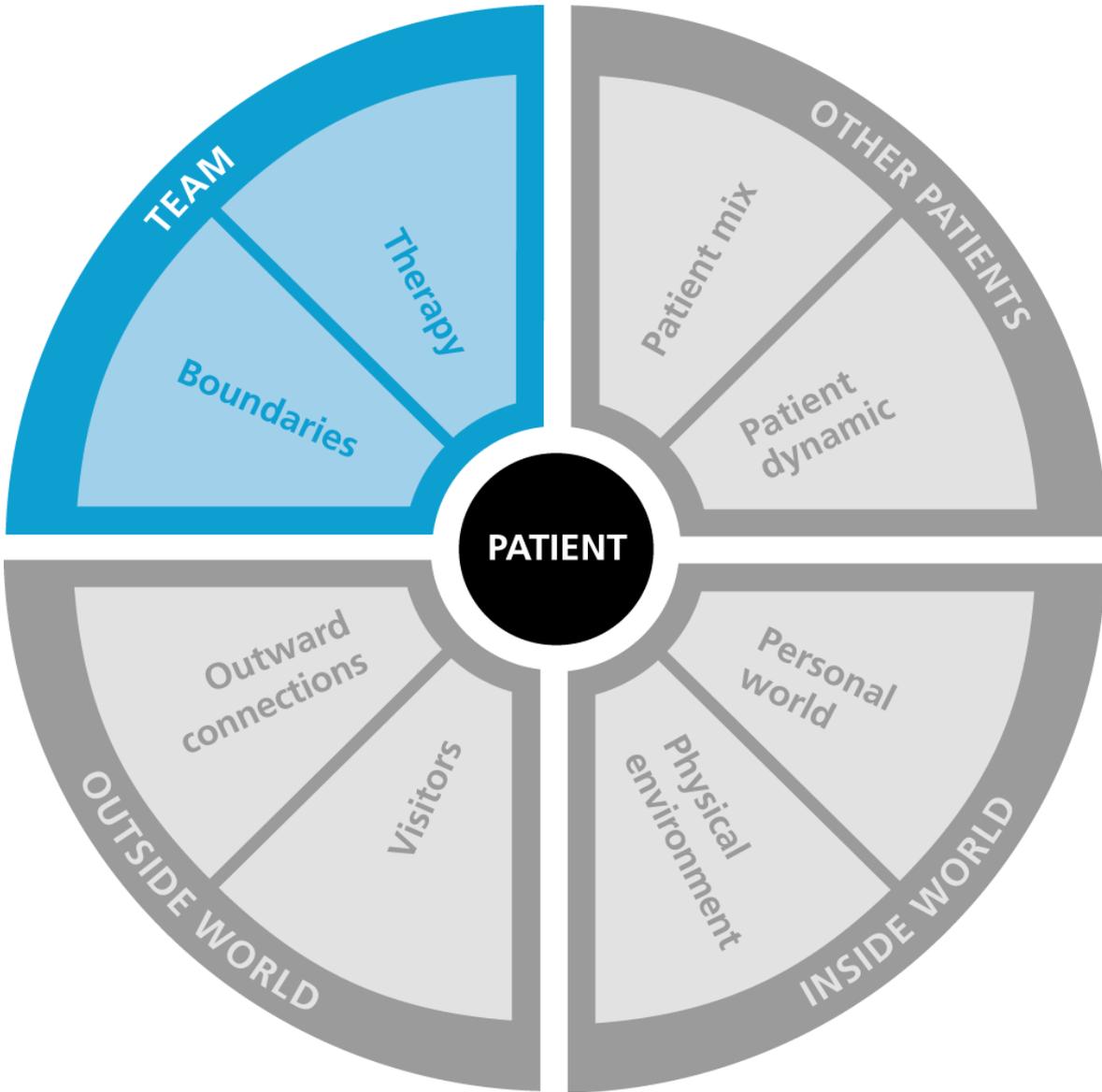
Relational Security

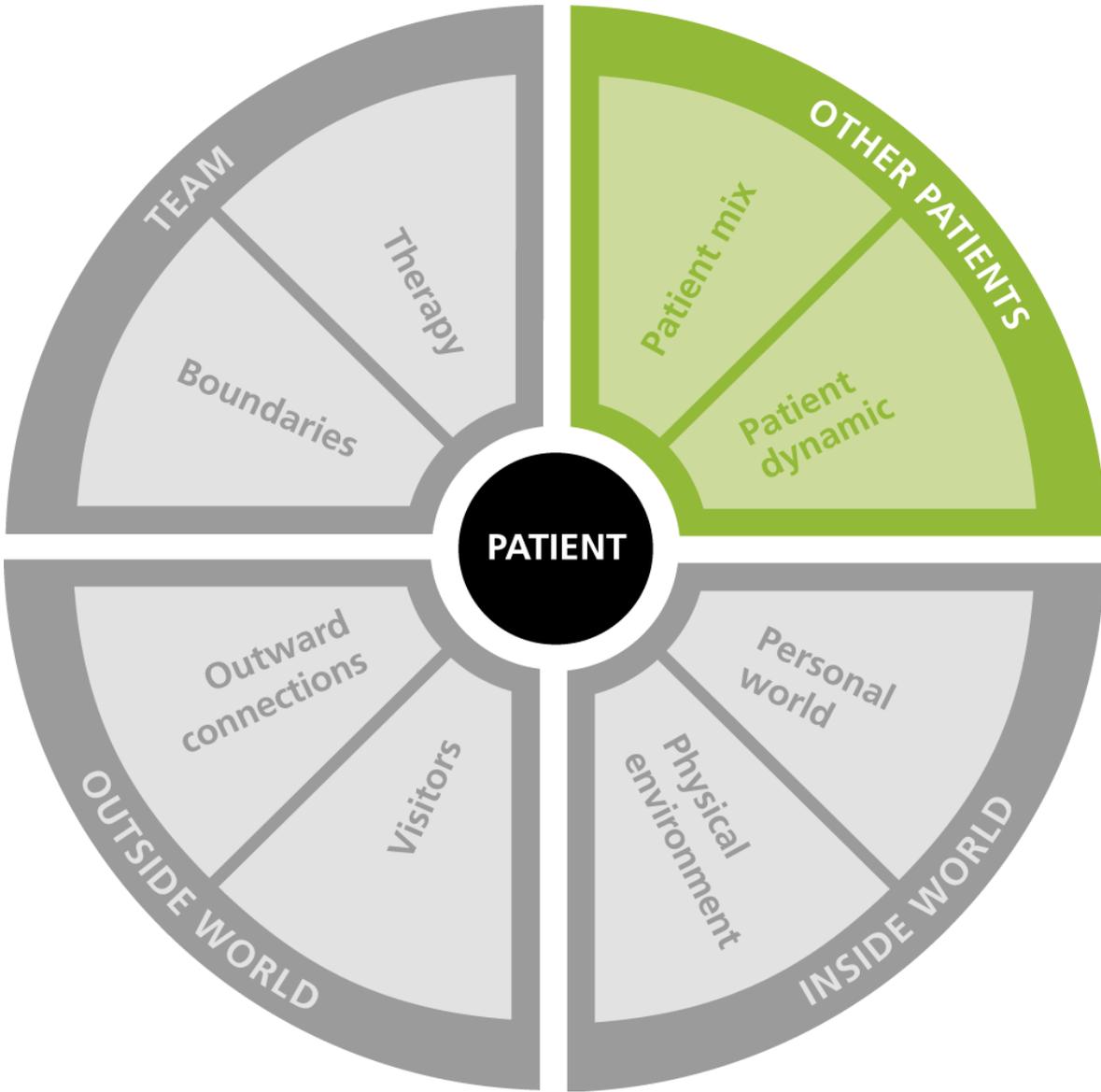
“Relational security is the knowledge and understanding we have of a patient and of the environment; and the translation of that information into appropriate responses and care”.

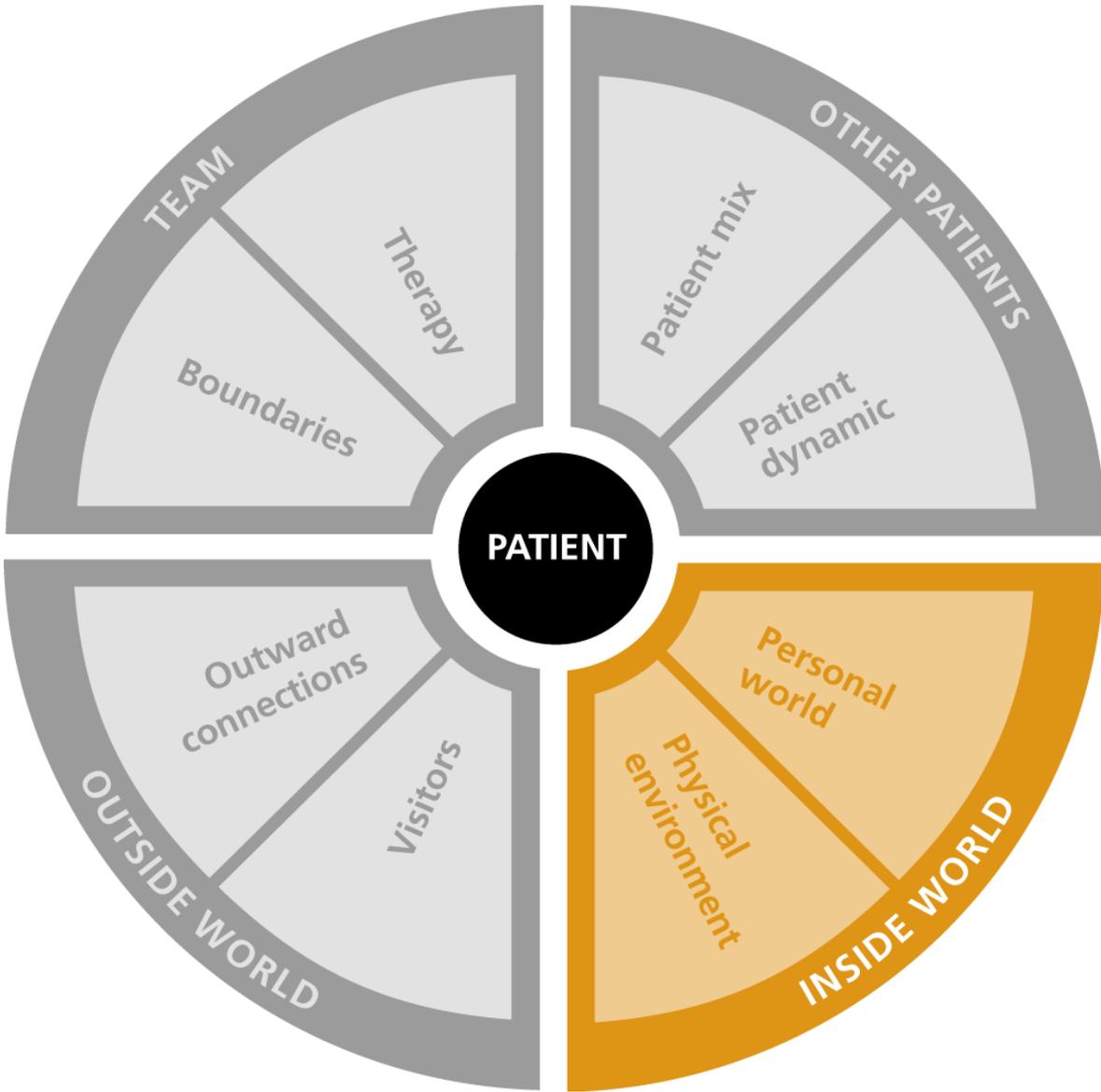
It is *not just* about having ‘a good relationship’ with a patient. Safe and effective relationships between staff and patients must be **professional, therapeutic** and **purposeful**; with understood **limits**.

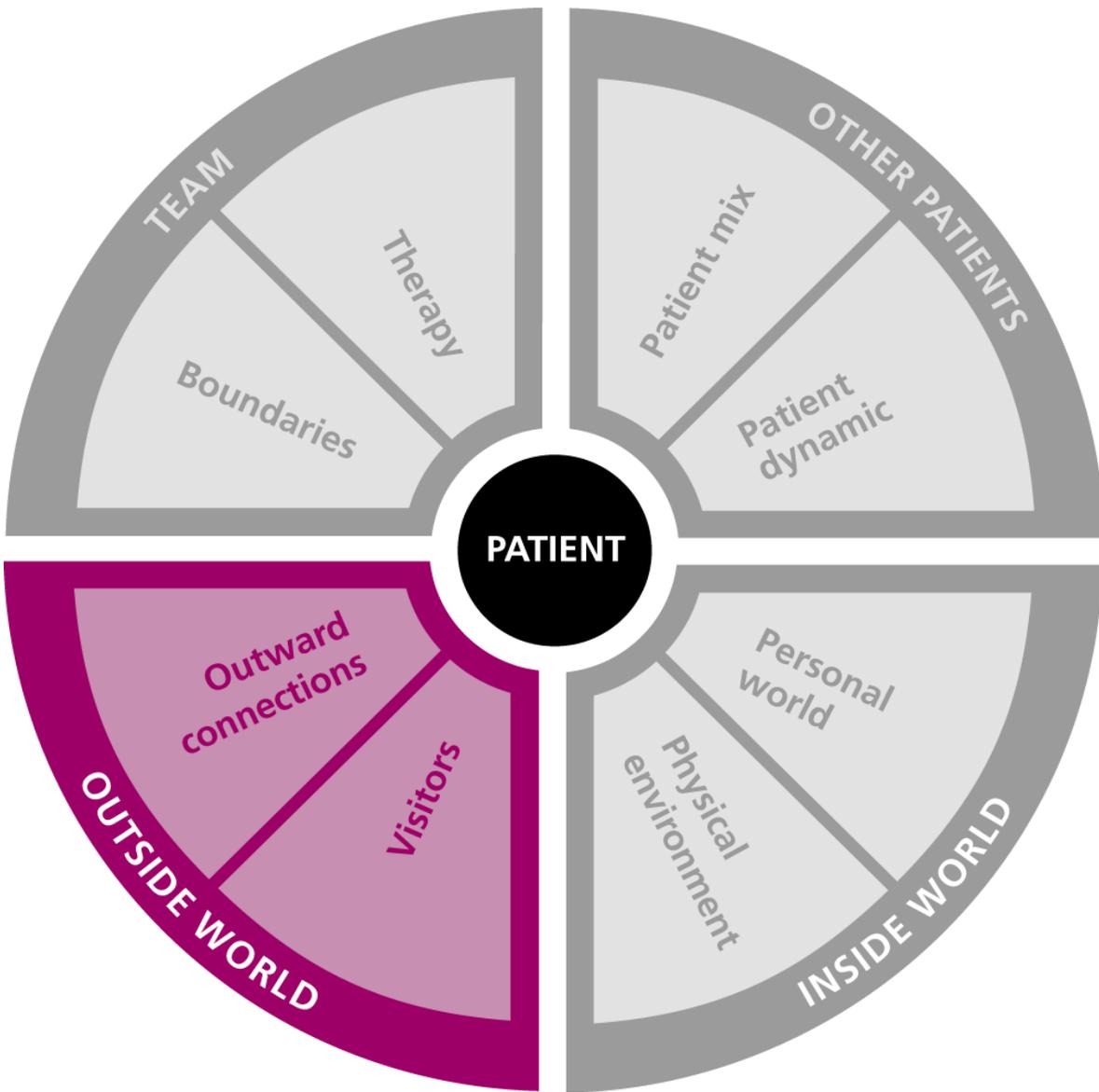
Relational Security is a broader and more dynamic picture than just a relationship between two people. It is influenced by four key factors...

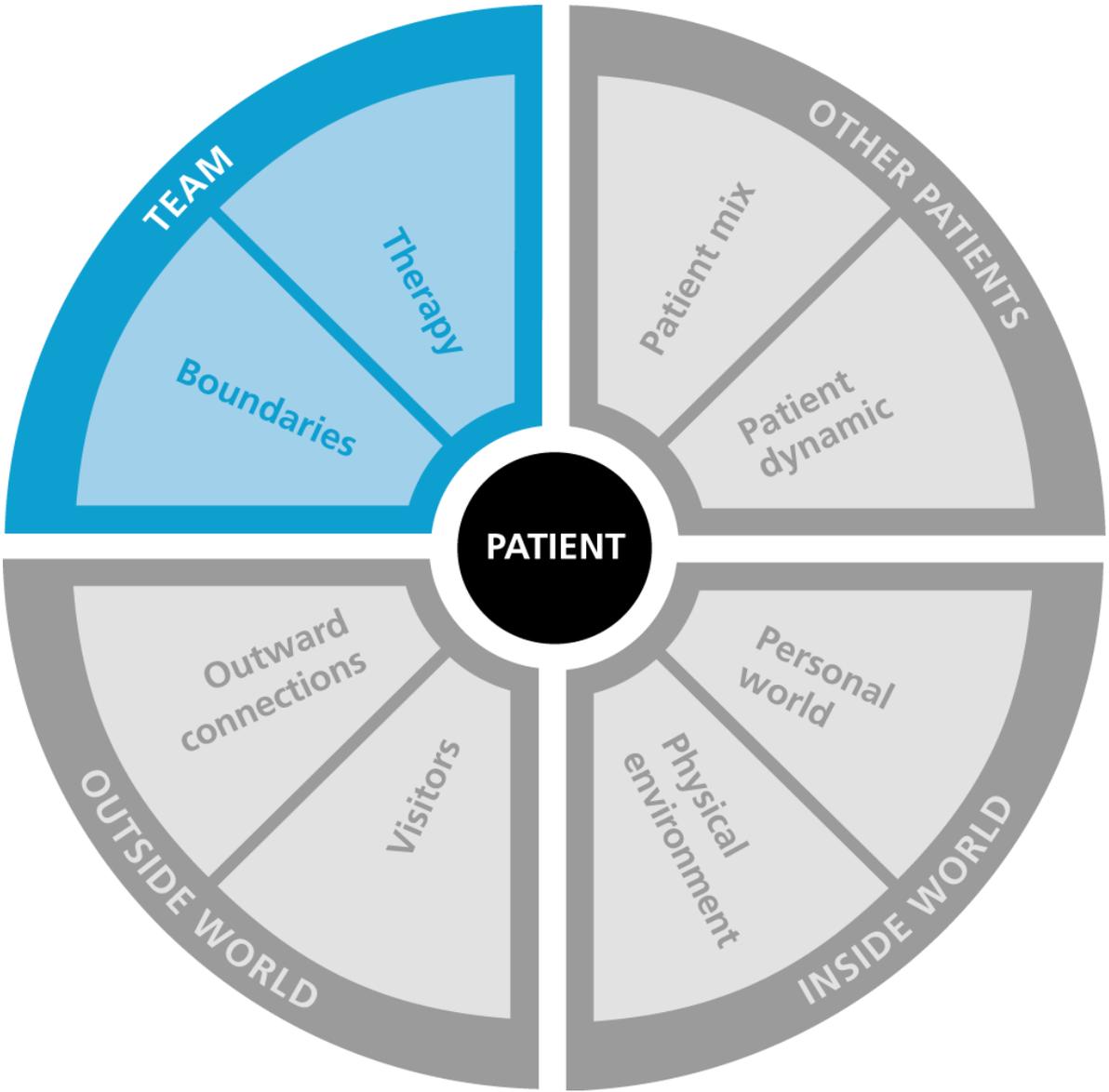








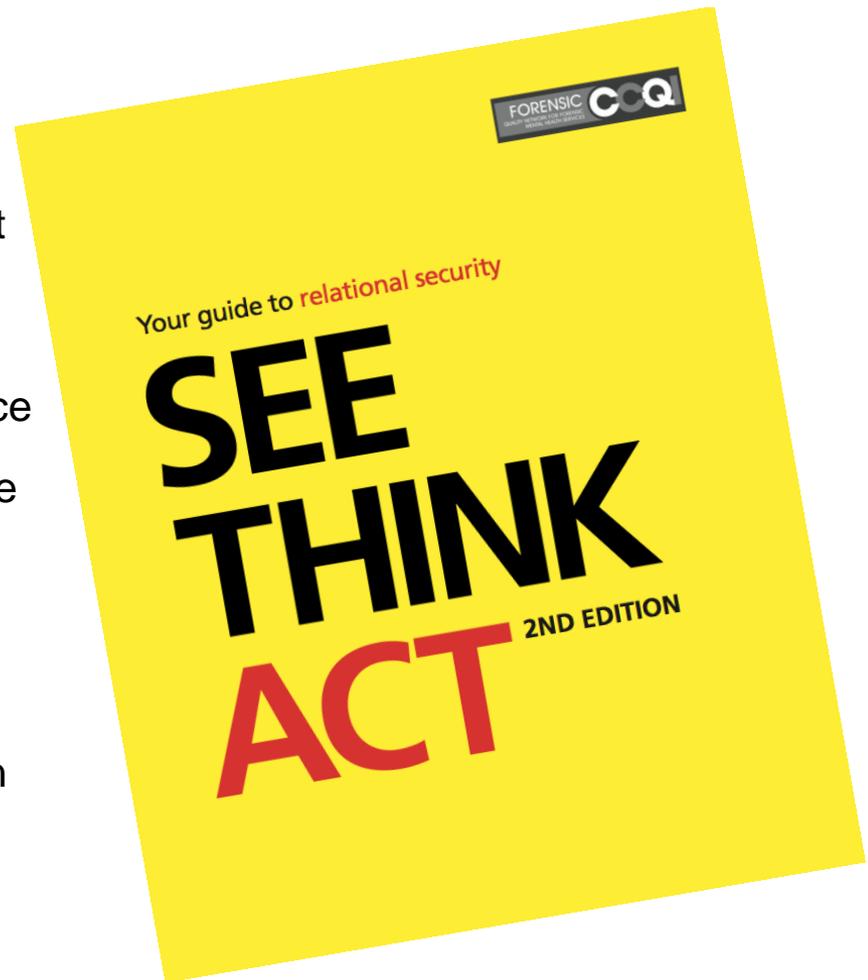




The Staff Handbook

The handbook was developed for all people involved in secure mental health services. It describes:

- What relational security is, why it is so important and what can go wrong if we don't get it right.
- The different factors that influence relational security: team, other patients, inside world and outside world.
- Practical steps staff can take to keep people safe.
- What wards might look like when we're getting it right.



The 'Explorer'

Relational Security Explorer



Good relational security is the collective knowledge and understanding we have of our patients and the actions we take to ensure security and high-quality care. Everybody has a responsibility for relational security. That's why it's so important to talk as a team about how it feels and decide together how it can be improved.

HOW TO USE THE EXPLORER

You can use the Explorer to support handover, for staff supervision, to investigate an incident or think about how a whole ward or service feels. Bring what you've learned in **SEE THINK ACT** to the discussion, write in the middle of the circle what you're talking about – and just get talking!

- 1 Check everyone understands all eight dimensions in the Explorer.

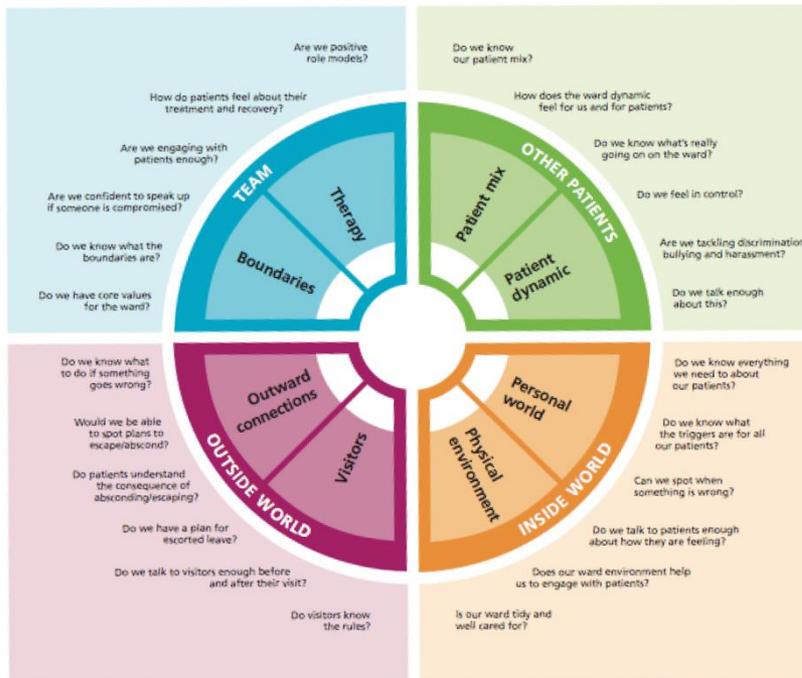
- 2 Discuss each of the dimensions in relation to your topic (for example, your ward, an incident or your own development). You can use the prompts in the shaded area or look at "We know we're getting it right when:" and "Effective leaders:" at the end of each section in your **SEE THINK ACT** handbook.

If you think it's useful you could rate the areas. For example:



1. **Very weak** in this area – we need to do a lot of work
2. **Fairly weak** in this area – there's still some way to go
3. **About halfway there**
4. **Fairly good** at this – but there's more to do
5. **Great** at this – could help others learn.

- 3 Decide together what actions would improve each area, and how and when it's going to happen.



Keep everyone safe act on it

Developed for staff to bring what they have learned to a discussion with the rest of the team about:

- how things feel on the ward
- how confident the team feel in the areas identified
- what more they need to do to improve

The Posters

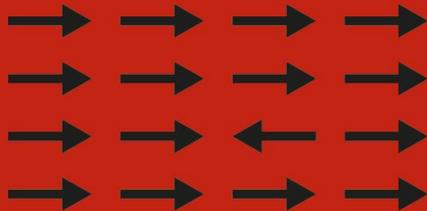
The posters were developed with some key themes in mind based on the lessons we learned:

- Spotting when something is wrong
- Implementing rules fairly and respectfully
- Asking for help if the line has been crossed
- Handing over at the end of a shift
- Working out what's behind some behaviours
- Ensuring visits are safe
- Saying something if it doesn't feel right
- Acting before something happens

The posters can be used to reinforce the priorities the team has decided to focus on.



Spot the difference?



You know when something's up. There's always a reason why someone's **behaviour changes**. Spot it, think about it, **talk about it**. Together we can keep people safe.



Read SEE THINK ACT, your guide to relational security.

Keep everyone safe **act on it**

You hear it, but are you listening?



You know when something **doesn't sound right**. It might be the smallest thing but it's always better to **say something** than do nothing.



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Playing by the rules?



We all deserve to be treated fairly. Rules are there to keep you safe. If you know that someone is **breaking the rules**, you can help put a stop to it – just **say something**.



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Crossed the line?



Bending the rules for a patient just that once can be an easy thing to do but a hard place to get back from. If things have **gone too far**, now's the time to get back on track.



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Keep everyone safe **stop it now**

Stop... have you passed it on?



At the end of the shift, we all just want to get home. But when you rush it's easy to forget about those **small things** that tell us something is wrong. **Stop**. You need to pass everything on before you go.



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Can you see the signs?



You know when something is going on – like if a patient is using the **phone more than usual**. It's time to ask yourself why? Don't walk away, **say something...** you can stop it before it happens.



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Keep everyone safe **report it**

What's behind the smile?



It's easy to take things at face value. But noticing **small changes** in patients will give you clues about what's really going on in their lives. It's time to find out **what's behind the change**.



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Keep everyone safe **act on it**

It's good to see you!



Visits can make a big difference to patients. Think about the impact you might have on the person you're visiting. If there's something staff need to know, **say something** before you go.



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Keep everyone safe **report it**



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