

Evaluation of 2 x 2 day mental health training provided by RAID to acute hospital staff

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Introduction

Liaison teams have an important role in teaching and training (RCP, 2014) and the RAID service is committed to delivering regular, high-quality training to colleagues in acute care.

This is vital to both maintain the 'RAID effect' (Tadros et al., 2013) and additionally aims to:



- Tackle mental health stigma
- Improve awareness and management of common mental health and psychological problems
- Improve staff confidence and skill in managing less complex presentations (cf RAID effect)
- Improve patient experience and outcomes.

In addition, the training provides an opportunity to build relationships and shape appropriate referrals and constructive co-working with our acute colleagues - vital activities for successful liaison services.

RAID services in Birmingham now straddle 5 hospitals and, as such, a training strategy has been developed to ensure quality, consistency and effectiveness across the sites. In essence the strategy aims to ensure:

- All training is consistent with PLAN and CR 183 (2014) recommended curriculum
- There is co-production and delivery with Experts by Experience and acute colleagues.
- A minimum standard of 2 x 2 days are offered to acute staff across the sites, to compliment other training offered e.g. to junior doctors.

This poster represents recent evaluation of our 2 x 2 day training sessions delivered by the RAID team at City Hospital, Birmingham. The course is outlined in Table 1 and took place over 2 days, a week apart, in April and October 2015.

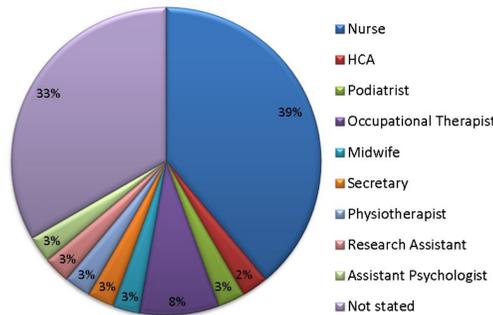
Outcomes and Feedback

All staff are requested to complete an evaluation form (right) at the end of each day which forms the main evaluation measure.

Table 1: A typical two day training programme with discipline leading in parenthesis.

Day 1
Stigma, signs and symptoms of common mental health problems (nurse)
Depression and psychosis (Psychiatrist)
Psychiatric manifestations of physical illness (Psychiatrist)
Overview of the Mental Health Capacity Act – case based discussions when to use what? (Nurses)
Dementia, Depression and Delirium in Older People (Psychologist and Nurse)
Person-centred approaches to understanding and managing challenging behaviour (Psychologist and Nurse)
Day 2
Psychological Reactions and Responses (psychologist)
Medically Unexplained Symptoms (psychologist)
Symptoms Self-Harm and Suicide (Expert by Experience and Nurse)
Alcohol and Substance Misuse (Nurse and Independent sector)
Alcohol and Recovery: (Expert by Experience)
Question and answer session

Figure 1. Attending Staff by Job Roles



A total of 36 staff members attended the training from across a range of disciplines. See Figure 1 above.

100% of attendees agreed or strongly agreed that:

- The trainers were knowledgeable
- They met the training objectives
- That adequate time had been provided for questions and discussion.
- And would recommend the training to others.

95% of staff 'agreed' or 'strongly agreed' that 'overall their confidence and competence had been improved' by the 2 day training sessions.

'Please make this training mandatory or help us to enlighten the trust directorate of the need for it.'

Occupational Therapist

'Engaging and interesting subject areas'

'Consolidated knowledge'

'Training very helpful to enhance care on the wards. Plan to share the knowledge with colleagues...'

Staff Nurse

'Today was excellent, very emotional and empowering. A journey taken by others to leave a mark on our lives'

Staff Nurse

Challenges

There are challenges when delivering training to acute hospital staff which include:

- Clinical cover for staff attending the training—the need to plan well in advance!
- Advertising—Making acute hospital staff aware that training is taking place—using communications, intranet and posters on wards.
- Trainers resources and time to deliver sessions—need to involve MDT in delivery as well as acute colleagues and experts by experience.

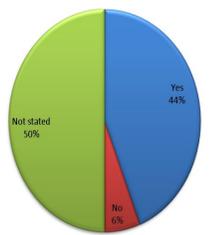


Figure 2: Number of staff that were supported by their managers to attend the Mental Health Training

Useful suggestions were made for improvements to future courses and further training topics were suggested by attendees.

- Abuse
- Anger management
- Bereavement
- Cognitive behaviour therapy
- Loneliness
- Relationships

General Feedback themes....

- Provide more time as some felt there was a lot of information to take in across the two days.
- Involving experts by experience, was widely regarded as one of the most inspirational and motivational parts of the course.
- Delegates asked for more about substance abuse particularly newer substances (i.e. legal highs).

In Conclusion...

The two day mental health training courses are very well received and deemed very necessary by acute hospital staff. There is a need to ensure training is effectively targeted and marketed to inpatient staff and that everyone has the opportunity to attend.

Future directions include RAID teams delivering and evaluating the two day training programme across all of the acute hospitals in Birmingham.

References

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- Royal College of Psychiatrists (2013). Liaison psychiatry for every acute hospital: Integrated mental and physical healthcare. Available at <https://www.rcpsych.ac.uk/files/pdfversion/CR183.pdf>
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