

A teaching trust of Brighton
and Sussex Medical School

Sussex Partnership



NHS Foundation Trust

Bringing back “See Think Act”

Working in a Medium Secure Hospital as the Clinical Security Coordinator one of my duties is keeping everyone safe. Although safety is everyone's responsibility I have to accept that from time to time complacency and general de-skilling can occur, and as such the need for good relational security is a must, and needs to be driven forward.

Incidents are inevitable in any organisation, company and department; however incidents in a Medium Secure Hospital can be devastating for patients, staff and visitors depending on the nature of the incident. Incidents involving violence & aggression can have life changing consequences, whether it is through physical injury or a development of a Mental Illness. It is important to understand that an act of violence / aggression will affect everyone present at the time – victim, perpetrator and any witnesses.

Understanding why someone may resort to violence and aggression is the key to reducing incidents. Using what seems to be the forgotten security Bible – (“See Think Act”) I needed to find a way of bringing back “See Think Act” to the wards because understanding Relational Security will make for safer wards, which will then make for a stronger team ethos, and then result in a stronger ward altogether!!

Striving forward and through discussion with the Trust, I decided to create a new Security Nurse training programme that all staff must complete. Imbedded in this training programme will be Relational Security using “See Think Act”. By making sure all staff had to complete the training, I was making sure that all staff shared the common goal of keeping everyone safe and secure.

I have selected a couple of slides from the Knowledge and Skills Assessment in the training programme to show you an example of how we have used “See Think Act”, and this small workshop presentation will finish with the remarkable results gained on the first ward to receive this training.

At the end of this workshop / presentation, there will be a few minutes for any questions.

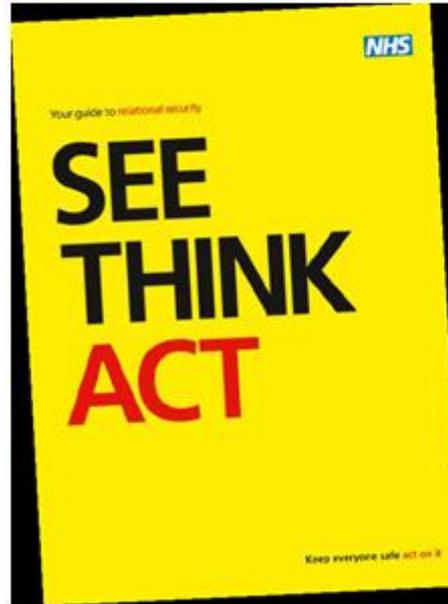
Many thanks

Dan Austin

Clinical Security Coordinator

Sussex Partnership NHS Foundation Trust

SEE
THINK
ACT



The next few slides you will see are taken from the Security Nurse training module. Included are extracts used from “See Think Act”.

How many parts make up the Relational Security Explorer?

4 parts with each part having
2 sub-sections



Within the training there is group discussion on Team / Other Patients / Inside World / Outside World. As a group I will encourage constructive conversation with regards to their particular wards and any difficulties that they may currently be facing.

BOUNDARIES

Identifying negotiable and non-negotiable boundaries

Communicating boundaries to patients and helping them understand the reasons

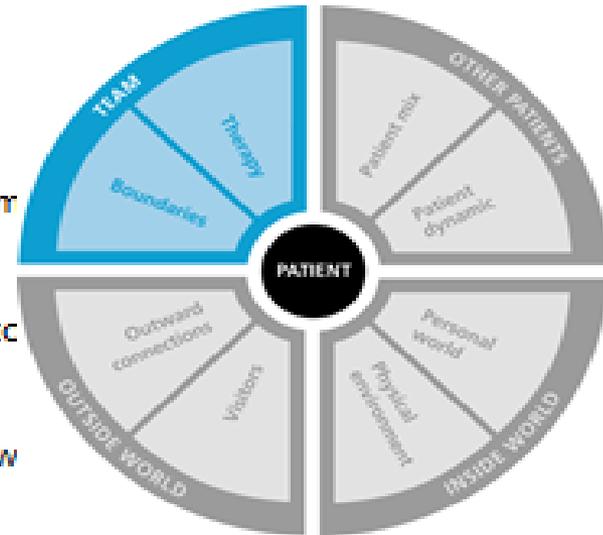
Being clear about the information you are going to use to make decisions

Staying aware of how you feel, how you behave and how other people interpret your behaviour

Being prepared to challenge patients and staff that violate personal boundaries

Recognising and confirming the achievement of patients when they get it right

Being prepared to talk in the team about how you feel and asking for help when you need it



Through having these group discussions, it then allows me to move on to the Relational Security Explorer and explain that the conversations we have just had are conversations the Ward Team can have when using the security explorer.

Relational Security Explorer



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

HOW TO USE THE EXPLORER

There are eight dimensions within the Relational Security Explorer. Follow the steps to choose what you want to talk about today. You should make time over the next few months to discuss all the dimensions within the Explorer.

During the session you will be talking about how confident you feel about each dimension of relational security on your ward. Think about the ward in general rather than focusing on individual patients. You'll be discussing the issues behind any issues you are experiencing and what you think the solutions are.

1. Look at the eight dimensions in the Relational Security Explorer. Check that everyone understands each dimension using your guide to relational security. **SEE THINK ACT**



2. Talk about how confident you feel on a scale of one to ten in each of the eight dimensions.

You can use the suggested questions within the shaded area outside the Explorer to help you get started, or look at "when we are getting it right" in your **SEE THINK ACT** handbook to think about what good looks like. (The first time you do this might take much longer so allow yourselves plenty of time and consider giving a time limit for each dimension.)

Now write the number in the white space on each segment of the Explorer (see example below).



3. Look at the areas that you feel least confident in. Talk together about the things that would improve this area and decide what you are going to do over the next few weeks to make a difference.



Keep everyone safe act on it

Questions we can ask ourselves as a TEAM

- We and our patients know what maintaining clear boundaries means and why its so important?
- We and our patients know which boundaries are non-negotiable and which we can make individual judgements about?
- We feel confident to uphold boundaries with patients who continually test them?
 - Patients describe staff as being considerate and respectful?
- We look out for each another and feel confident to say something if we think a colleague may be compromised?
 - We set a good example and are positive role models?
 - We talk as a team during the shift and at handover?

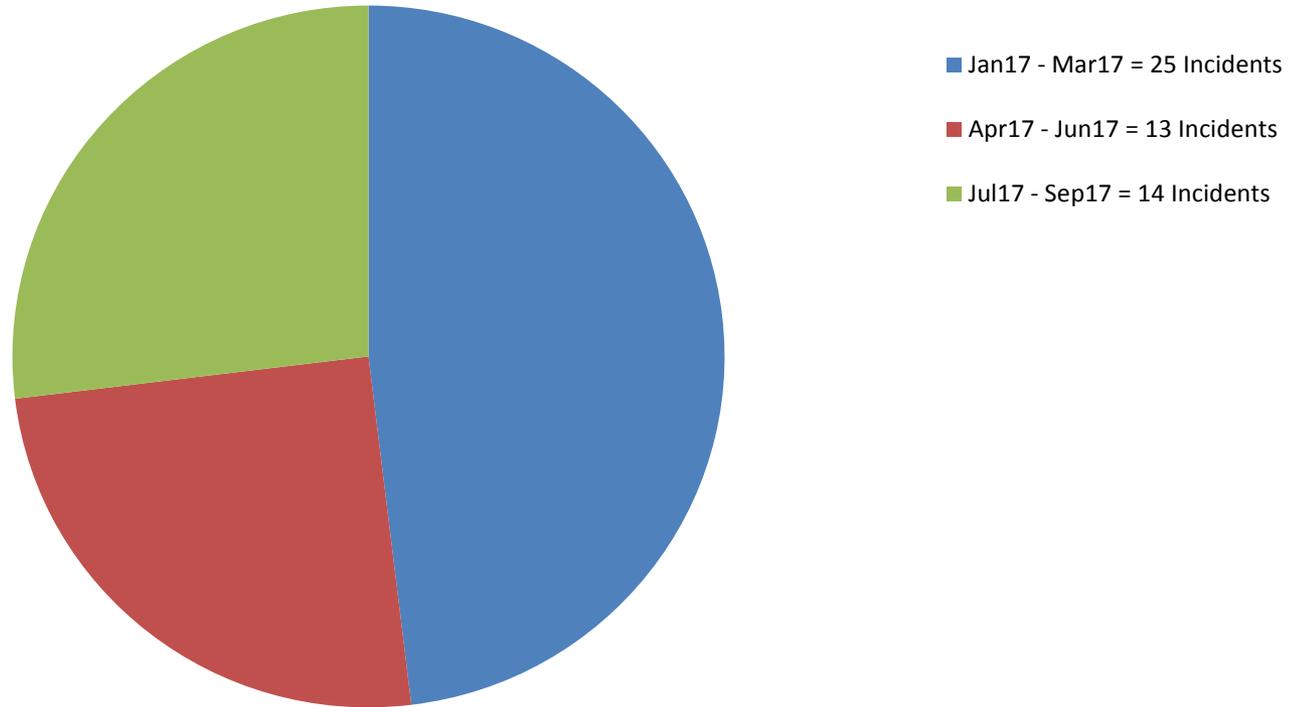
The group are asked to pick one of their Patients to think about when answering the above questions. This will again show how we can use the Relational Security Explorer

SO HAS THIS

MADE A

DIFFERENCE??

Violent Incidents - Willow Ward



The above Pie Chart represents the amount of incidents involving Violence / Aggression that has occurred on Willow ward between the dates - January 2017 to September 2017. Willow ward is a 15 bedded female ward located at the Hellingly Centre (MSU).

The new Security Nurse training was introduced on Willow Ward at the end of March 2017. Security Nurse training includes extracts from "See Think Act" which is embedded in to the knowledge and skills assessment at the end of the training session.

You will see from the data that incidents involving Violence / Aggression dropped by nearly 50%.

Using the "See Think Act" booklet within the training module allowed relational security to be better introduced to ward staff including the Relational security explorer. Group participation allowed for discussion to be achieved where "See Think Act" played a vital role.

- Using Willow Ward as an example I can show you that statistically incidents involving violence & aggression dramatically dropped. I am not going to be naïve enough to think that the Security Nurse training session using “See Think Act” is the only reason that Willow Ward has seen a reduction in their incidents involving Violence & Aggression, however, I know that following this training, staff started to ask themselves if improvements can be made within their Ward environment. An example of this is that Willow Ward following their training became more proactive in keeping a level of structure in place that greatly improved relational security, including making sure that they have set times throughout the day to deal with sharps use and the patient safe. Little changes like this can have a big impact.
- I hope this presentation has helped to show how using “See Think Act” can make a difference to your wards. Having the time and being proactive with Relational Security will reward your Hospital in the reduction of incidents, which in my opinion then has a snowball effect which will show in having better staff morale and staff retention.
- BRING BACK “SEE THINK ACT”!!

Any questions?