Covid-19 Guidance into practice across a forensic system keeping service users safe in the current crisis
Who are we?

Devon Partnership NHS Trust – Secure Services

- 60 medium secure beds
- 29 low secure beds
- 21 open beds (5 suspended)

- Community forensic team
- Pathfinder team
- Intellectual learning disability community forensic team
- Offender personality disorder consultation service
- Devon prison cluster (3 prisons)
What I wish I had known 8 weeks ago…
Pre Covid-19 directorate infrastructure

Weekly medical meeting

Thrice weekly central clinical huddle

Multiple patient engagement meetings

Supporting you to live well
New Covid-19 infrastructure

One email box

Supporting you to live well

Ward staff

Patients and families
Basic principles of maintaining Covid-19 threat

**Prevention**

- Isolation developments
- Prioritisation of service
- Cohorting
- Patient flow

**Protect**

Supporting you to live well
Supporting you to live well
Building isolation unit

1. Structure (10 days)
2. Procedures
3. Stock
4. Staff
5. Patient mobilisation
6. Importance of established relationships
Staff well-being

Job planning leave

Health well being lead

Hydration – donning and doffing station
Community Teams

Background

Short of psychiatrists

Relatively new team learning to work together

Supporting you to live well

3rd largest county
New Infrastructure

- Remote prison assessments
- Regular contact with providers
- Continued team development
- Managing staff wellbeing

Supporting you to live well
IMPROVING MENTAL HEALTH SAFETY
COVID-19 mental health improvement network

Supporting you to live well
1. What problem were you trying to solve?
Due to COVID-19 and visiting restrictions, patients have been limited with the communication they have had with the carers and relatives. They have found it difficult to adapt to their loved ones being unable to visit. Therefore we tried to explore other lines of communication.

2. What did you do?
We had a mutual health meeting to discuss how we can support our patients, then we designed some cards and wrote letters to our loved ones. Staff supported patients to post the letters with stamps previously purchased. We maintained government guidelines on social distancing by ensuring we were all seated apart whilst the activity took place. Hands were washed before and after the activity.

3. How did it go?
This elevated spirits and made both staff and patients smile, and I am sure when the carers receive their cards they will be smiling also. We incorporated the Easter theme into this activity as patients could send well wishes to loved ones for Easter.

4. What was the main learning from your intervention?
On Laurel Ward we learnt that although restrictions are in place it is so important to maintain communication and keep connected and this was great way to do that. We also learnt the value of sending well wishes to others in this difficult time. This is something we will continue to offer going forward.

5. What can / we do to help you?
Virtual Ward Reviews

In support of the Improving Mental Health Safety - COVID-19 initiative, Devon Partnership NHS Trust have made it easy to use Attend Anywhere for virtual ward reviews.

To learn about other change ideas being shared and altered with others, join our COVID-19 Mental Health Improvement Network.

6. What were we trying to achieve?
Carrying out ward reviews remotely so we can keep our patients safe and reduce the risk of infection.

7. What did you do?
The ward assessment form (WAF) is a virtual consultation package and set up a virtual waiting room for each patient. As we could not self-isolating inpatient doctors were prioritised for WAF licences and online training was provided early.

The ward review system was rolled out featuring a desktop with a suitably trained and trained SNUC computer. The ward team used the Jabra headset and a laptop. The ward team member by email.

The doctor used the Jabra headset and recorded the ward review at the ward, the doctor can then share them and the up to date is ready for the patient to see.

The doctor was happy with the system.

We found that we can get some of the WAF version, so you can also see the electronic patient record at the same time.

8. What did you learn and would you like to offer to others?
You need a few people on the ward who know how to set up the Jabra and webcams.

You need to train them through what you will do if the patient refuses to be on the call. The doctor inserts in the call by starting the call and then the patient.

One patient set off cameras and then left early due to feeling of patients.

You found that you can obtain the same as the WAF version, so you can also see the electronic patient record at the same time.

9. How are you doing?
We are starting to see patients for some people, not all people are able to manage it. Sometimes it is a bit of a challenge but we are managing.

10. How are you team doing?
By having this as a group it is more enjoyable for everyone else to join in and help each other.

11. How are your colleagues?
The team have been amazing. We are all very much in the same boat and have to support each other.

12. What can you do to help them?
Sharing your change ideas on social media is the best way to get others to support each other.

13. What can we / I do to help you?
If you feel like you need some help, please don’t hesitate to contact us.
Keeping Services Safe at Ground Level

Clinically Focused regular discussion

Relational Security

Ward Infrastructure for patients and staff

Supporting you to live well
Grassroots changes

Top Tips For Supporting X

Top Tips for Supporting meds well

Supporting you to live well
Coming out of Covid-19

1. What to keep

2. What to throw away

3. Positive energy this crisis created