

Risk Formulation at NELFT

A whole organisation approach

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Personalised approach to risk driver diagram

AIM

Implementing a personalised approach to risk assessment and management in mental health in-patient settings

PRIMARY DRIVERS

Clarity on what the organisation is moving towards

Communication

Presumption of patient, family and loved one involvement

A culture that supports staff to provide relational care

Taking action to address systemic inequities

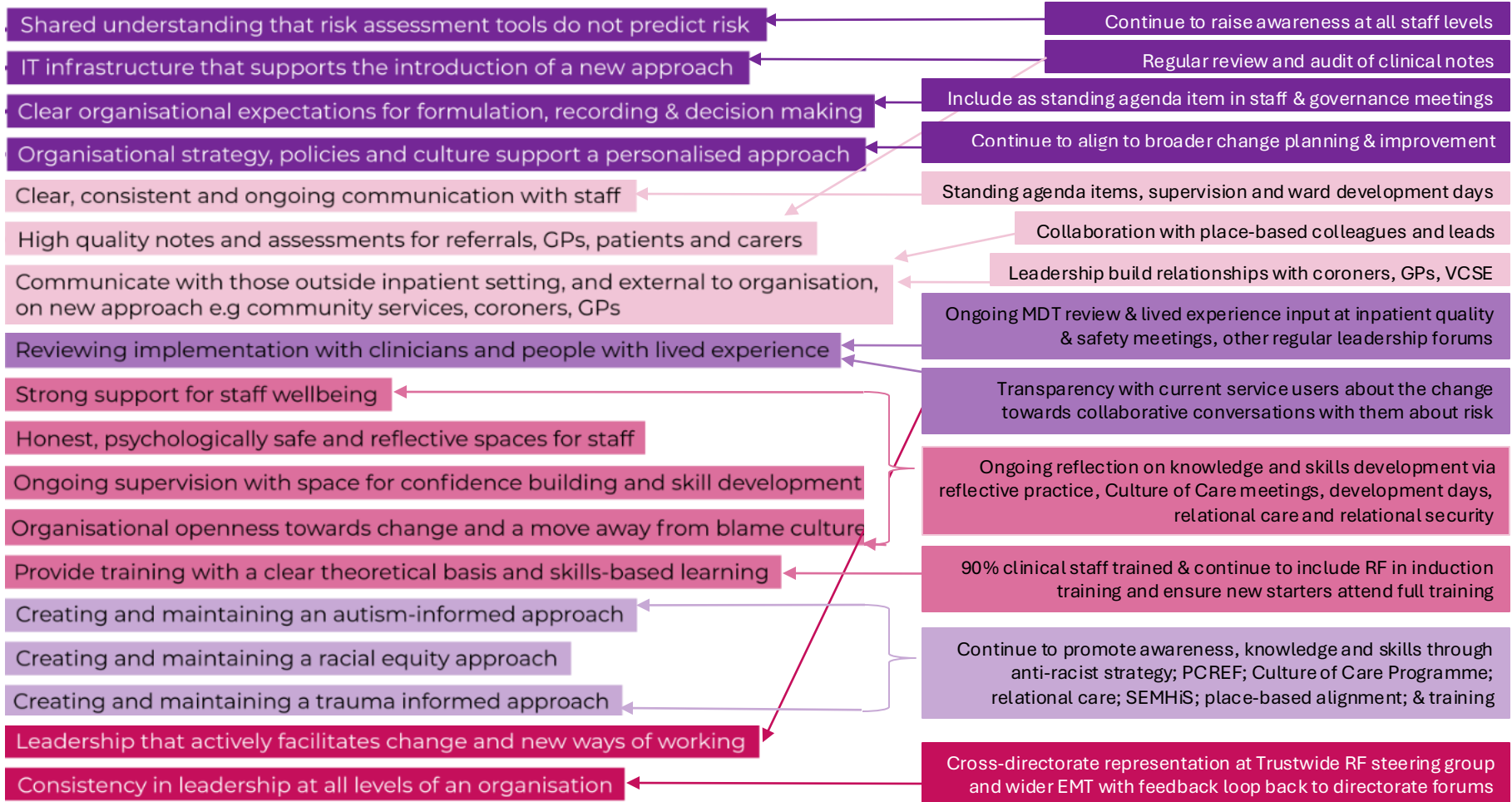
Leadership

SECONDARY DRIVERS

- Shared understanding that risk assessment tools do not predict risk ★ →
- IT infrastructure that supports the introduction of a new approach ★ →
- Clear organisational expectations for formulation, recording & decision making ★ →
- Organisational strategy, policies and culture support a personalised approach ★ →
- Agree a common, simple term for the new approach ★
- Clear, consistent and ongoing communication with staff ★ →
- High quality notes and assessments for referrals, GPs, patients and carers ★ →
- Communicate with those outside inpatient setting, and external to organisation, on new approach e.g community services, coroners, GPs ★ →
- Co-produce new approach with patients, families, loved ones and carers ★
- Personalised approach that meets patients' needs and supports loved ones ★
- Reviewing implementation with clinicians and people with lived experience ★ →
- Strong support for staff wellbeing ★ →
- Honest, psychologically safe and reflective spaces for staff ★ →
- Ongoing supervision with space for confidence building and skill development ★ →
- Organisational openness towards change and a move away from blame culture ★ →
- Provide training with a clear theoretical basis and skills-based learning ★ →
- Creating and maintaining an autism-informed approach ★ →
- Creating and maintaining a racial equity approach ★ →
- Creating and maintaining a trauma informed approach ★ →
- Executive and senior leadership buy-in for organisation's chosen approach ★
- Leadership that actively facilitates change and new ways of working ★ →
- Consistency in leadership at all levels of an organisation ★ →

SECONDARY DRIVERS

CHANGE CONCEPTS / IDEAS



Current priorities/areas of focus

- Multidisciplinary cross-directorate risk formulation steering group, including lived experience, which meets monthly to oversee implementation across each directorate, respond to challenges and iteratively improve
- Considering ways to sustain the training offer, including refresher training and alignment to other training offers, format, frequency etc
- Co-producing an update to the internal safety plan template
- Ensuring associated policies and processes are reviewed and aligned to risk formulation
- Planned approach across each directorate to implement structured support for staff to embed risk formulation into everyday practice (case discussions and reviews, supervision etc to further develop skill and confidence)
- Developing a measurement plan to ensure we understand service user and staff experience of the new approach



The CARE Measure

A co-produced, evidence-based measure of patient experience

- To remain aligned with a wider move across other services within NELFT to make use of the CARE Measure, we have proposed this as a valuable tool to assess the quality of the relationship being built with a person when undertaking risk formulation.
- The CARE Measure is a co-produced, evidenced-based and validated measure of patient experience. It is the same measure being used across NHS England’s national Culture of Care Programme – working with all mental health inpatient providers across England to improve the quality and culture of care on our wards.
- This online form is accessible directly and anonymously by our service users via QR code. The data then pulls through to an internal dashboard developed by our digital team to support data collection, making it easily accessible for real-time analysis to support our ongoing improvement in each service.

Service/Ward name

Please select ▼

Today's date

Please write today's date here

Please rate the following statements about today's consultation.
Please answer every statement.

How good was the practitioner at...	Poor	Fair	Good	Very Good	Excellent	Does not apply
1) Making you feel at ease <small>(introducing him/herself, explaining his/her position, being friendly and warm towards you, treating you with respect; not cold or abrupt)</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2) Letting you tell your "story" <small>(giving you time to fully describe your condition in your own words; not interrupting, rushing or diverting you)</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3) Really listening <small>(paying close attention to what you were saying; not looking at the notes or computer as you)</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4) Being interested in you as a whole person <small>(asking/knowing relevant details about your life, your situation; not treating you as "just a number")</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5) Fully understanding your concerns <small>(communicating that he/she had accurately understood your concerns and anxieties; not overlooking or dismissing anything)</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6) Showing care and compassion <small>(seeming genuinely concerned, connecting with you on a human level; not being indifferent or "detached")</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7) Being trustworthy <small>(Do you feel like you can trust the person/team you just engaged with? Being appreciative, consistent and transparent with you.)</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8) Explaining things clearly <small>(fully answering your questions; explaining clearly, giving you adequate information; not being vague)</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9) Helping you to take control <small>(exploring with you what you can do to improve you health yourself; encouraging rather than "lecturing" you)</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10) Making a plan of action with you <small>(discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)</small>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

If you would like to add further comments on this consultation, please do so here.

Additional questions specific to risk formulation

To ensure we can explore more nuanced patient experience specific to risk formulation we are proposing the addition of a further two questions:

Were you asked about what makes you feel safe and/or unsafe? *Yes or no response*

Free text: Please tell us more

Did the actions that staff took in response feel supportive? *Yes or no response*

Free text: Please tell us more

Staff experience measure

Whilst audits and/or measures relating to numbers of completed risk formulations tell us something about the frequency and compliance of practice, this alone will not enable us to support staff to develop their understanding and skills with a new approach. We have therefore proposed that we begin using a short staff experience measure. The suggested questions are as follows:

How confident do you feel using this approach to:		Not at all confident	Slightly confident	Moderately confident	Confident	Very confident
1	Improve shared understanding and collaboration with the person I am working with					
2	Develop a useful safety plan with them					
3	Tolerate uncertainty and safely support the person with risk					
4	Develop the therapeutic relationship					

Analysis of this data will then enable us to target supportive mechanisms to increase confidence and support for staff, such as risk formulation reflective practice sessions, focus areas for supervision, further skills development or refresher training.

Any questions or feedback?

