

# Sexual Safety Collaborative Learning Set 3

15<sup>th</sup> September 2020

Welcome!

Thank you for joining the Sexual Safety event

The event will start at 11:00am



NATIONAL  
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CENTRE FOR  
MENTAL HEALTH



#MHSIP  
#SexualSafetyInMH

# Housekeeping

- Please mute your speakers/audio unless you are speaking.
- Please turn your camera off when others are presenting.
- If you would like to ask a question or leave a comment, please use the chat function within the meeting.
- If you experience any technical difficulties, please email [safetyimprovement@rcpsych.ac.uk](mailto:safetyimprovement@rcpsych.ac.uk).

# Additional support

- ▶ We recognise that this topic can be difficult and challenging to think about and discuss.
- ▶ You can also contact any of the NCCMH team if you need any extra support during today's event.
- ▶ Should you wish to speak to a QI coach or require additional support, please email [safetyimprovement@rcpsych.ac.uk](mailto:safetyimprovement@rcpsych.ac.uk) and QI coaches Kate and Matt will be in touch.

# Twitter



- ▶ We encourage use of twitter and social media to share the work that you are doing throughout the collaborative. Starting today!
- ▶ However, we kindly ask you not to tweet people's names, photographs of people's faces or their talks without their permission
- ▶ Thank you!



**@NCCMentalHealth**

Project hashtag **#SexualSafetyInMH**

Programme hashtag **#MHSIP**



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**Kate L** @QI\_KateL · Aug 12

Really looking forward to getting out #mhsip sexual safety QI collaborative restarted in September. Thanks so much to @RachelDios & @Nutcase10 for joining me to talk about our work on MHTV tomorrow night @DrAmarShah @HSmithSafety @NCCMentalHealth @EmilyCanQI @saiqanccmh @rcpsych

**Unite: MHNA** @Unite\_MHNA · Aug 12

On tomorrow's #mhTV presenters @VanessaRNMH & @niadla will be joined by @RachelDios, @Nutcase10 & @QI\_KateL to discuss sexual safety in inpatient settings.

✔📅 Book your reminder: [mhna.eventbrite.com](http://mhna.eventbrite.com).

••📺 Watch live (Thurs 7pm): [facebook.com/UniteMHNA/live](https://www.facebook.com/UniteMHNA/live).

[Show this thread](#)



**Cara Oates**  
@CaraOates1

[#TakeALookAtMeadowbrook](#)

Great discussions this morning about the Sexual Safety Collaborative on Chaucer. Such positive change ideas that have already really benefited our service users and staff.

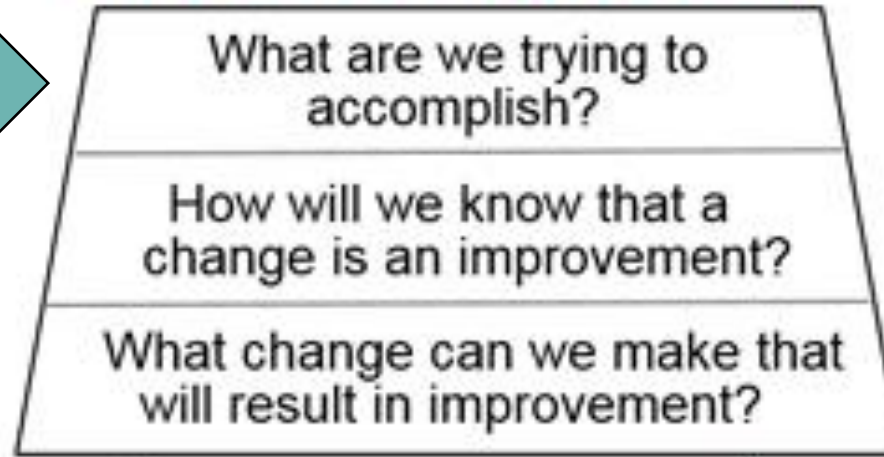
[@GMMH\\_NHS](#) @Chelsey85325056 [@saiqanccmh](#)

[#checkinginonchaucer](#)

To increase the percentage of service users and staff who feel safe from sexual harm within mental health and learning disabilities services

Aim

## Model for Improvement



Feeling safe from sexual harm means feeling free from being made to feel uncomfortable, frightened, or intimidated in a sexual way by service users or staff. Your answers to these questions are anonymous.



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Sexual Safety Collaborative

Please tick:  Service user  Staff

In the past two weeks, have you felt safe from sexual harm on the ward?

**Yes / No**

Please circle your answer

If you did not feel safe from sexual harm at any point, would you feel able to speak to someone about it?

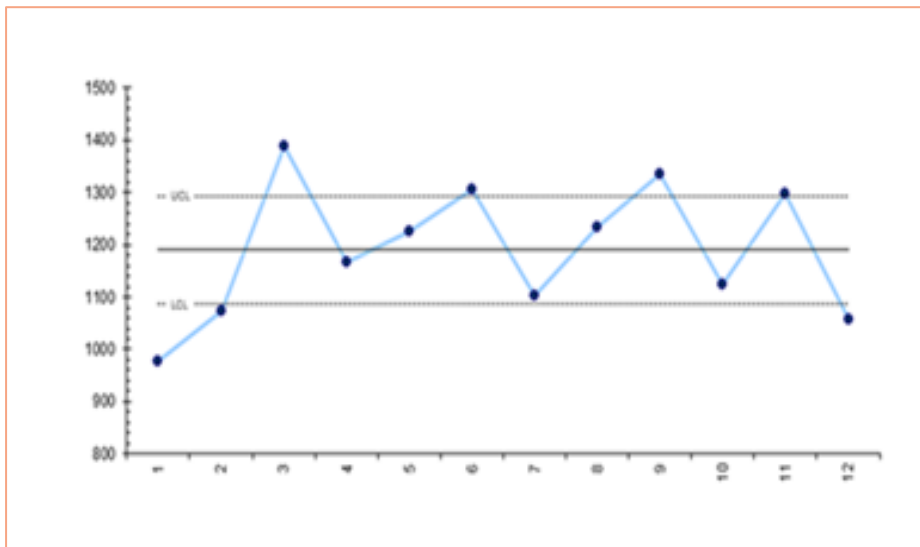
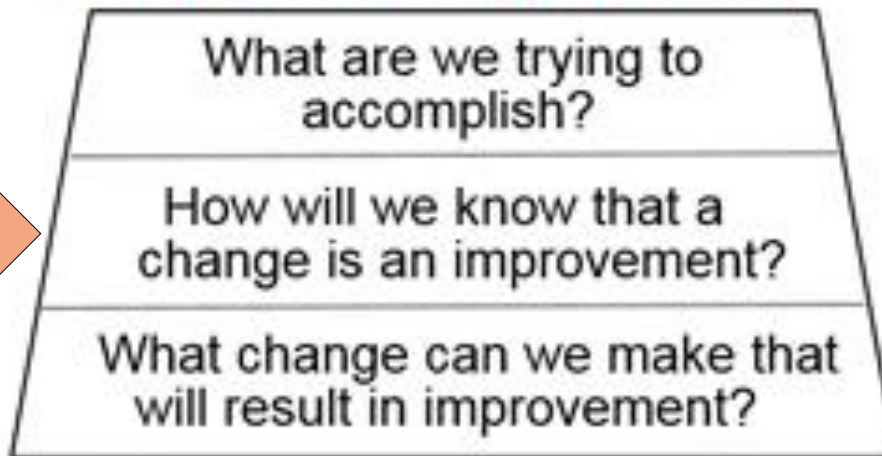
**Yes / No**

Please circle your answer

If you would like to speak with someone independent about your sexual safety on the ward, please see the contact details on the ward sexual safety charter.



## Model for Improvement

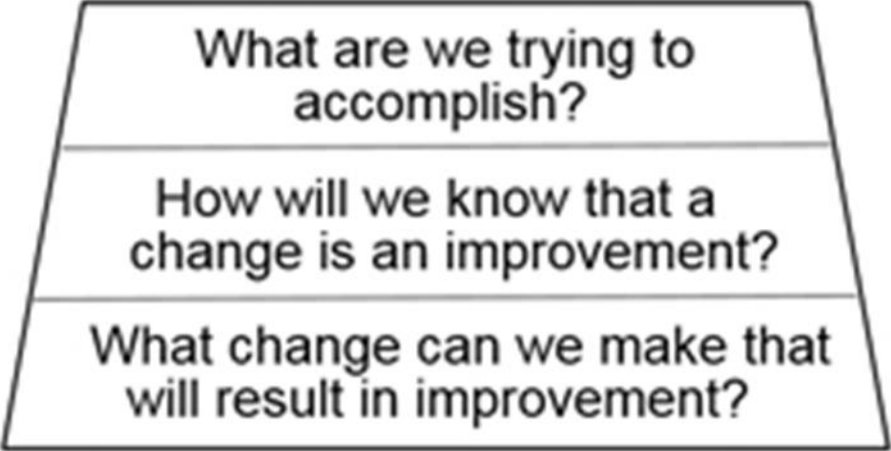


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# Model for Improvement

Changes →



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Multi-vote	Ideas	Rank Order	Total
••	SS admission leaflet	1 2 2	5
•	Asking patients preference for gender of viewing staff		
•	Feedback box for staff + patients		
••	Offering chaperone for physical examinations	6 4 6	16
••	Clinical interventions w/ 2 staff	5 5 3	13
•	Staff survey: how are we being approached		
•	Trauma-informed training for staff		
•	Journey to + from work		
••	Email change ideas to staff	3 3 4	10
•	Allocating budget of ideas to staff		
•	Add SS to staff induction		
•	Add SS to community meeting agenda		
•	Add SS to exit interview		
•	Add SS to admission checklist		
••	Include wider MDT in project team	2 6 5	13
••	Set up regular project team meetings	1 1 1	6

Multi-vote	Ideas	Rank Order	Total
•	Removal of Dooms		
•	Education of staff re: not feeling safe	1 1 1 1 1	5
•	Review handbook to inc. sexual safety		
•	Sexual safety day		
•	UNISX tutorials on ward		
•	Trauma informed care training	2 2 3 3 3	14
•	Patient led meetings - greeting new patients		
•	Staff to develop training (education) sessions for patients		
•	Staff self awareness - improve language used		
•	ensure service user / carer / counsellor informed / involved		
•	Mx. sexual safety in manual specifications + select ideas on ward		
•	ensure all staff are aware of sexual safety culture	2 3 2 2 2	11
•	Support for anyone who is concerned re: sexual safety		

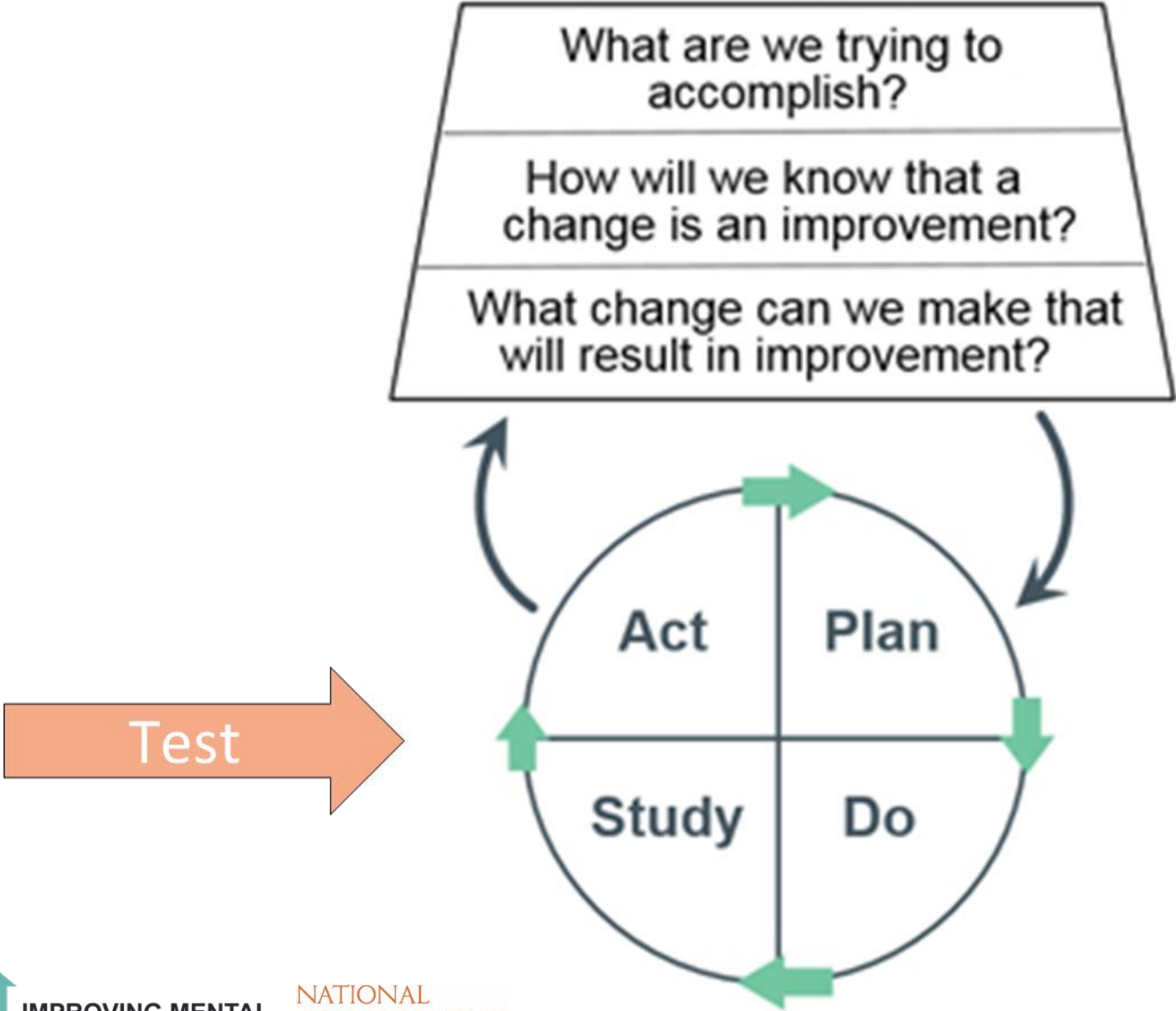
Multi-vote	Ideas	Rank Order	Total
••	SS badges	4 7 2 2 1	13
••	SSC all session at next away day		
••	SS information pack for patients	1 3 3 3 2	12
•	Rotating SS champion (patient)		
•	Add SS to reflective practice		
•	Add SS to staff support		
•	Create safe space room		
•	Complete a SS heatmap		
••	Add stickers to Postcards	2 2 1 4 4	16
•	Ask Patients for change ideas		
••	SS clinic / supplementary QI role weekly		
•	QI bulletin		
•	Display date of last incident		
•	Safety huddle		
•	Diary change prompt for safety cross		
•	Add safety cross to hourly chat board		
•	Add SS to admission checklist		
•	Add SS to admission criteria		
•	Mapping nature of incidents		
•	Speak to Amy w/ re trauma informed care		
•	Monthly invite for Police to speak to Patients		
•	Give ownership of change ideas to students		
•	QI noticeboard		
•	Making Posters w/ Patients	3 1 1 1 3 5	9

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Multi-vote	Ideas	Rank Order	Total
••	Focus on staff awareness of project	1 1 1 1 1 1 1	9
•	Psychology input		
•	time to have supervision with peer staff		
•	Reviewing incident - discuss staff meetings		
•	Identified time for train students		
•	assessment of specific priority of M		
•	asking service users regarding S.S		
•	change inform service use of type of		
•	no mobile phones during visits		
•	3M new signposts (ones on ward a spot)	3 3 3 3 3 2	21
•	1:1 SU express concerns		
•	ask staff to contribute to change email and ideas		
•	change gatekeeping + health check		
•	Regular community meeting re SS		
•	save clothing	2 2 2 2 2 3	18



# Model for Improvement



PDSA: safe ~~space~~ <sup>space</sup> for staff  
and patients

Objective: for people to feel safe when  
reporting sexual safety i.e. incident

Prediction: improve support, increase in  
reporting. People feeling safe to  
talk. Identify other areas  
i.e. improving or issues

Measure:  
Questionnaire  
Tracker (patient experience)  
measures life & l  
Safety cross (identifying other areas)

Plan: Chris / Jason design questionnaire  
(Quarterly)  
Tracker - monthly - speak to patient  
(amber)

PDSA: Hand out postcards  
in handover

Objective: Improve regular & consistent data collection.

Prediction: Receive more post card data from YP staff.  
More discussion & engagement wa among staff.  
Receive more post card data from YP.  
Engagement & discussions with YP.  
Keyworker.

Measure: ① NO. of post cards collected. YP & staff.  
②. survey / rating scale.

Plan:

- 1st week of every month.
- For 2 days.
- Staff give 2 post cards → staff  
→ YP.

# Splitting data on LifeQI: staff and patients

Outcome Measures

New measure +



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# SSC Refresher



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# Moore Ward

North East London NHS Foundation Trust



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# **Sexual Safety Collaborative on Moore Ward**

Jenny Dusoye Moore Ward Manager

Nicole Sewell Modern Matron

# Who Are We?



- Moore ward is an Assessment and Treatment Unit (ATU) which provides a specialist assessment and treatment service for adults with a Learning Disability and Autism that present with mental illness or disorders and/or challenging behaviours.
- We are part of the Inpatient units within the North East London Foundation Trust (NELFT).
- We cover 4 London boroughs and accept out of area patients.

# Why did Moore Ward participate in the Sexual Safety Collaborative



- Moore Ward is a 12 bedded mixed gender ward
- 10 reported sexual safety incidents on the ward since 2016
- At the time of commencing this project there were sexual safety safeguarding concerns on the ward.
- 2018 CQC report on sexual safety raised awareness on the topic
- CQC Inspection to NELFT in 2019 focused on how do we manage a mixed gender ward.

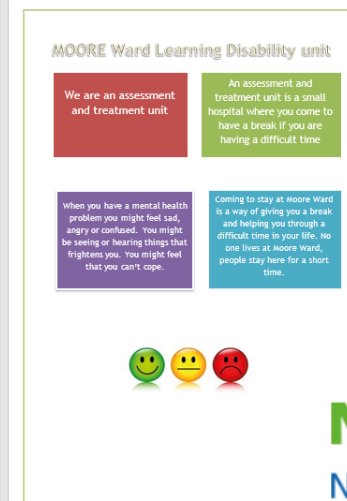
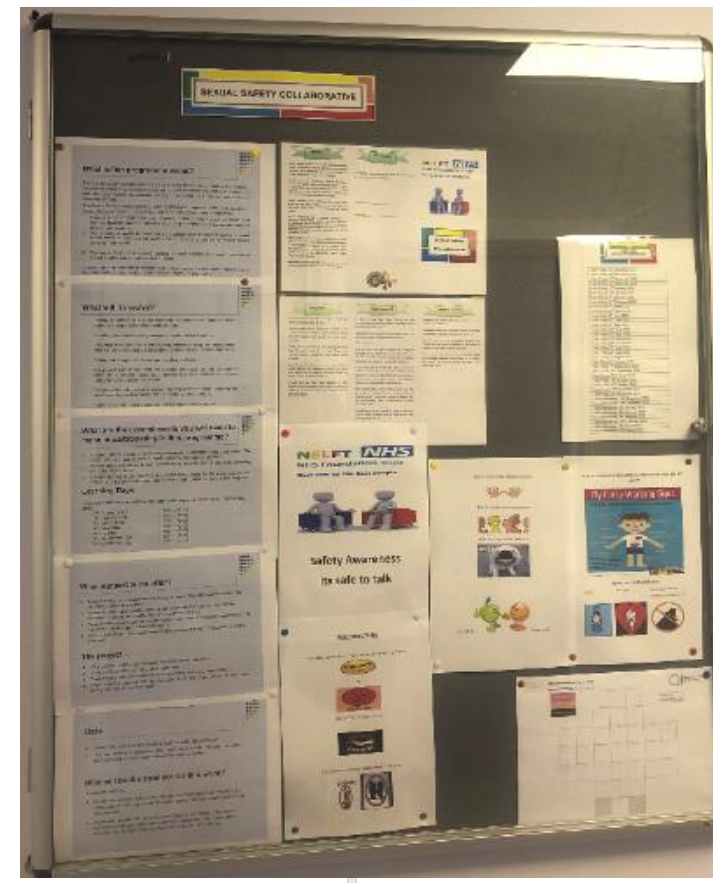




# What Did We Do?

Prior to attending the SSC Learning Set at the Royal College of Psychiatry we;

- Fortnightly meeting with our project sponsor Kerry Barriffe.
- **Introduced the project at the Team Meeting.**
- Created a folder on the shared drive to store all relevant information re the project for all staff on Moore ward.
- **Display board about the QI project at the ward entrance.**
- Sexual Safety meeting dates were organised from 6<sup>th</sup> September 2019 until 19<sup>th</sup> March 2021.
- **We Jointly agreed on the stakeholders and project team members ensuring there is a mix of gender, skill, and disciplines. Encouraged attendance at Learning Sets, a service user representative was involved in the project.**
- Project was introduced to patients at the community meetings



# What we did after attending the Learning Set on the 21<sup>st</sup> October 2019

## Finalised the roles of the participants in the project;

- Project Sponsor – Kerry Barriffe
- Project Lead – Jenny Dusoye (Ward Manager)
- Deputy Project Lead – Nicole Sewell (Modern Matron)
- Charlotte Searle - Health Care support workers –
- Mohammed Bodee – Health Care Support Workers
- Sarah Carr Deputy Ward Manager
- Sofia Sanchez – Clinical Psychologist
- Introduced the project to staff at our Away Day on the 1<sup>st</sup> November 2019. A copy of the Ward Charter was given to all staff to review and all standards were jointly agreed.
- Following the Away Day, the Charter was discussed with patients and a Service User Representative at the community meeting.

The image displays a collection of leaflets related to sexual safety. On the left is the 'Ward Charter Sexual Safety' leaflet, which includes a list of 9 expected standards of behaviour on Moore Ward, such as 'I respect myself', 'I treat others with respect and dignity', and 'I speak up if I have been hurt, harassed or watched sexually'. To the right are four diamond-shaped leaflets: 'Other sexual incident' (grey), 'Safety from sexual harm' (light blue), 'Sexual harassment' (pink), and 'Sexual assault' (orange). Each diamond leaflet contains a definition of the term. At the top right is the 'Sexual Safety Leaflet Moore Ward' header, featuring the NELFT NHS logo and the NHS motto 'NHS Foundation Trust - Best care by the best people'. Below the header is the 'Aim' of the leaflet: 'To increase the percentage of service users and staff who feel safe from sexual harm within mental health and learning disabilities services.'

# Data Collection

- Easy read post cards requested for our client group.
- Post cards given to staff and patients fortnightly.
- Safety Cross displayed and updated on each shift.
- Incidents reported via the DATIX incident reporting system.
- Data collected twice a month and entered onto Life QI.
- Driver diagram commenced on the 13<sup>th</sup> December 2019.
- We agreed to use the post cards for 3 months and planned to review in February 2020.

Your answers to these questions are anonymous.



In the past two weeks, have you felt safe from sexual harm on the ward?



Please circle your answer

If you did not feel safe from sexual harm at any point, would you feel able to speak to someone about it?



Please circle your answer

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NHS England and NHS Improvement

Q1 IMPROVING MENTAL HEALTH SAFETY Sexual Safety Collaborative

Sexual harassment		1	2	3		
Sexual assault						
Other sexual incident						
		4	5	6		
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
		28	29	30		
			31			

Month and Year:



# How we share our data

---

- QI projects are part of the agenda at our Community meetings.
- The SSC QI project fortnightly meeting with our Sponsor.
- Moore Ward monthly Team Meeting
- Fortnightly Safe Wards meetings where the data was shared with the 11 inpatient wards across the directorate

# Our Change Ideas

- **Moore Ward Charter displayed**
- Amended the Moore Ward easy read Welcome Pack to reflect the QI project.
- **Safe Wards Pictorial Mutual Expectations for staff and patients**
- Created an easy read “private part” poster discussed at the patient community meeting
- **Bespoke Sexual Safety training for ward staff**
- We created a “Sexual Safety Its Safe To Talk” easy read leaflet for Moore Ward
- **Training sessions in the community meeting for patients**
- Leaflets shared with the LD community health care professionals when attending Ward Rounds
- **We created an pictorial Internet safety leaflet, shared with the community team.**
- A number of forums were promoted to supported staff to talk openly about sexual safety, such as group reflective sessions (facilitated by an external psychologist), individual supervision, or a healthcare professional within the trust of their choice.



# Moving forward 2020-2021



**In addition to our previously stated change ideas;**

- Project recommenced following COVID 19 restrictions.
- Psychology team will be carrying out educational sessions in regards to sexual safety with our client group.
- Following COVID-19 and the introduction of staff and patients using virtual platforms such as Zoom, WebEx and Teams we are educating the on how to use the platforms safely.

# NELFT Support

Sexual safety awareness workshop training 23<sup>rd</sup> August 2019 for all mental health inpatient wards

NELFT Keeping Safe Sexual Safety Leaflet for patients and Carers

LGBT- Trust promotes sexual awareness

# Moore Ward





# Rosewood and Maple Units

Cheshire and Wirral Partnership Foundation Trust



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# Sexual safety collaborative

Rosewood and Maple wards.

# Rosewood

- 10 Female beds
- 8 Male beds
- High dependency rehabilitation ward catering for all areas within Cheshire and Wirral

# Maple

- Male ward
- 11 rehabilitation beds
- 7 step down secure beds

# Change ideas

- Personal alarms
- Ward offices
- Co- produced changes
- Care pathway
- Collaborative notes

# Personal alarms



# Progress so far

- Following initial survey results a number of alarms were purchased and offered to service users
- Initial uptake was low – why was this?
- Opinions of staff
- Opinions of service users
- Uptake had gradually increased and positive reports back about reassurance provided by having an alarm
- Alternative alarms to be sourced

# Ward offices

- Service users did not always feel that they could access staff for timely support
- Staff spending time in the ward office seen as a barrier for effective communication
- Focus groups – feedback
- Service user and staff opinions.
- Staff fears/ confidentiality/ safe spaces



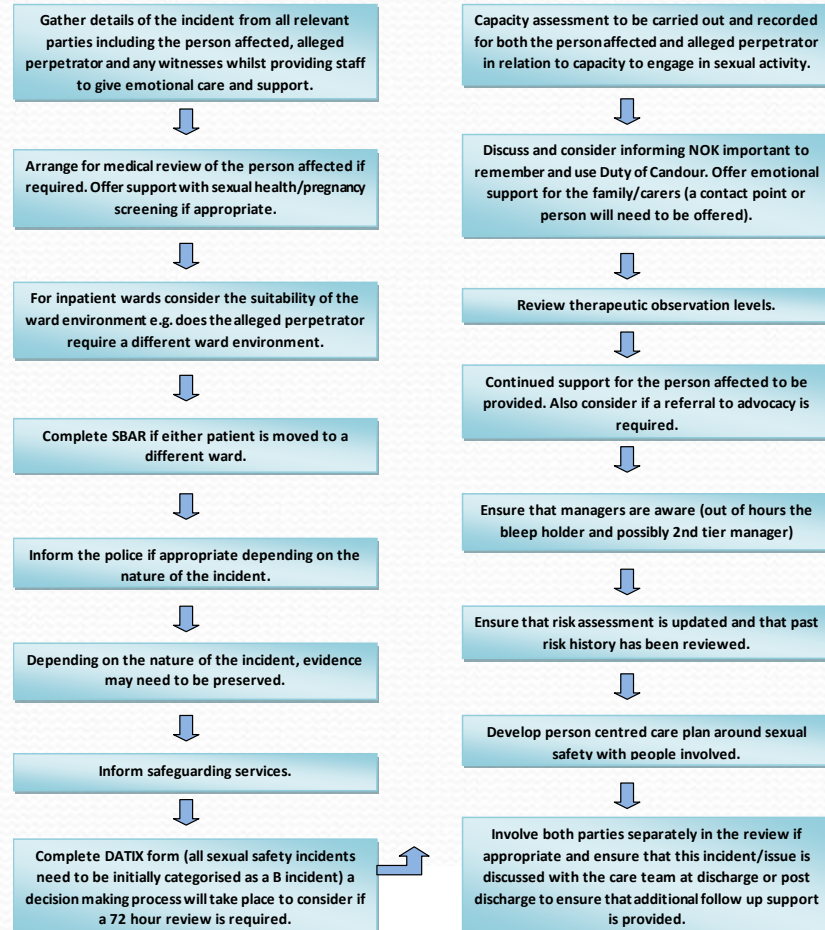
# Co- production

- Fortnightly sexual safety groups to discuss results from the survey
- 2 current service users involved in the groups
- Service users to produce monthly newsletter
- Service users to support the completion of the survey cards
- Person with lived experience to support the project and support staff and service users with this

# Care pathway

## Care pathway following a sexual safety incident

The following is aimed to prompt staff following a reported or observed sexual safety incident



# Collaborative notes

- Idea that service users should be supported to write their own daily notes or to work with staff to complete their notes collaboratively.
- Barriers – confidentiality
- Steps taken – a group of service users have been supported to do this and reported positive outcomes.
- Not exclusive to sexual safety but to support collaborative working and therefore less barriers between staff/ service users.

# Next ideas

- Re – launch of the sexual safety collaborative fortnightly groups
- Trust wide sexual safety group to re- start
- More service user friendly alarms to be sourced
- Set up focus groups to review ward environment and ward offices.

# Chaucer Ward

Greater Manchester Mental Health NHS Foundation Trust



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Mental Health  
NHS Foundation Trust

# Sexual Safety Project Chaucer Ward



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# Our Aim

- Gain an understanding of where this project has come from
  - Gain an understanding of Chaucer Ward
- Have an understanding of our project and how we are managing this as a ward.

# Overall Outcome

- To improve Sexual Safety on a Mixed PICU Ward



*#SexualSafety*

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# Sexual Safety Project

- What is Chaucer Ward?
- The Sexual safety project came from a CQC report that had been completed in the past few years.
- The main focus of this is around staff and patients.....

“feeling safe from sexual harm” and “feeling able to talk to someone about feeling unsafe

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# How....

Our First Aim: Staff  
Patients > Knowledge,  
Understanding

This lead us to 'Our Main Focus':

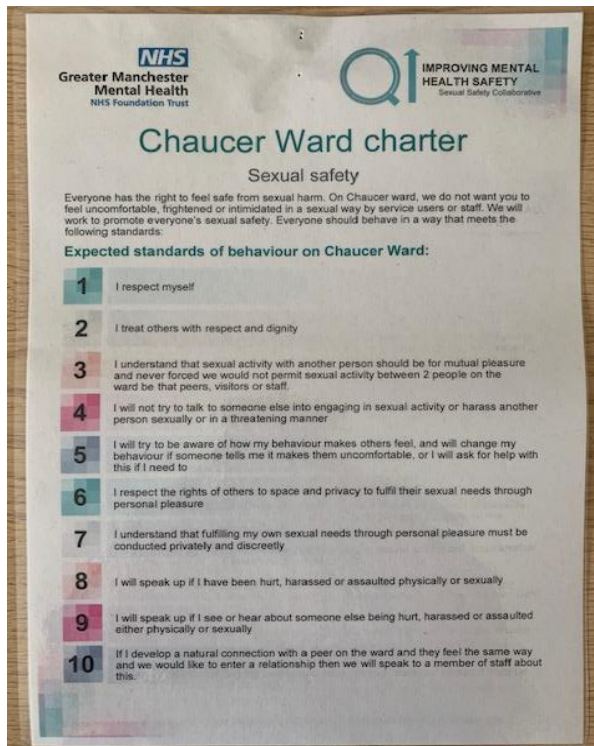
- The importance of gaining staff confidence and knowledge
- Why?



# Then....

- Sexual Safety Cross
- Data Collection
- Leads

# Our Ideas....



## Change Ideas

Provide sexual safety project information in the patients handbook on admission

To embed sexual safety in supervision

Involve domestic staff in sexual safety on the ward

Sexual safety to be added to preceptorship training

To make sexual safety a standing agenda item at the patients weekly community meeting

To make sexual safety a standard agenda item at the weekly staff meetings

Display the sexual safety project information on the main corridor of the ward

Reflective practice to include sexual safety sessions

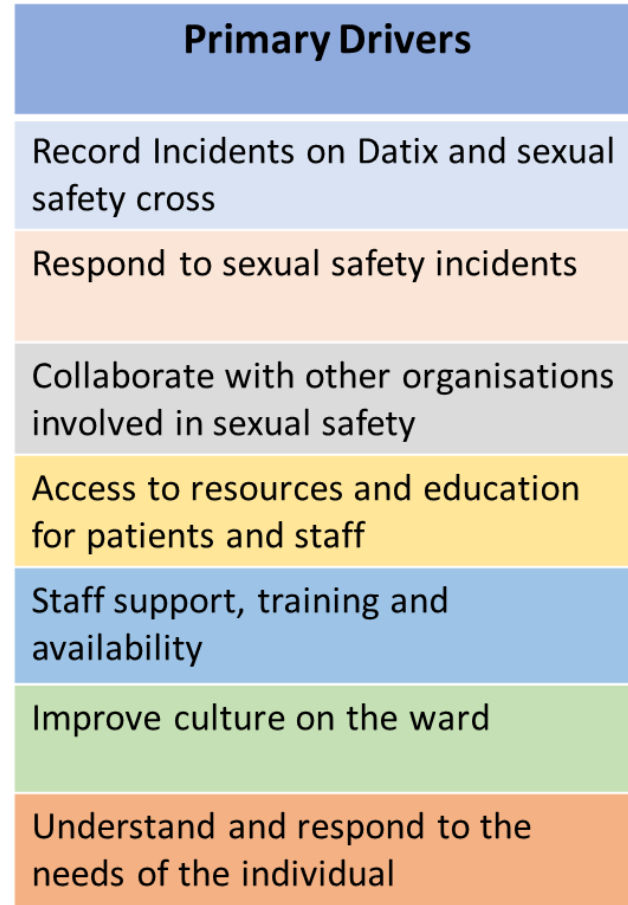
[#SexualSafety](#)

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## Driver Diagram- Sexual Safety Chaucer Ward

To increase the percentage of service users and staff who feel safe from sexual harm within mental health and learning disabilities services

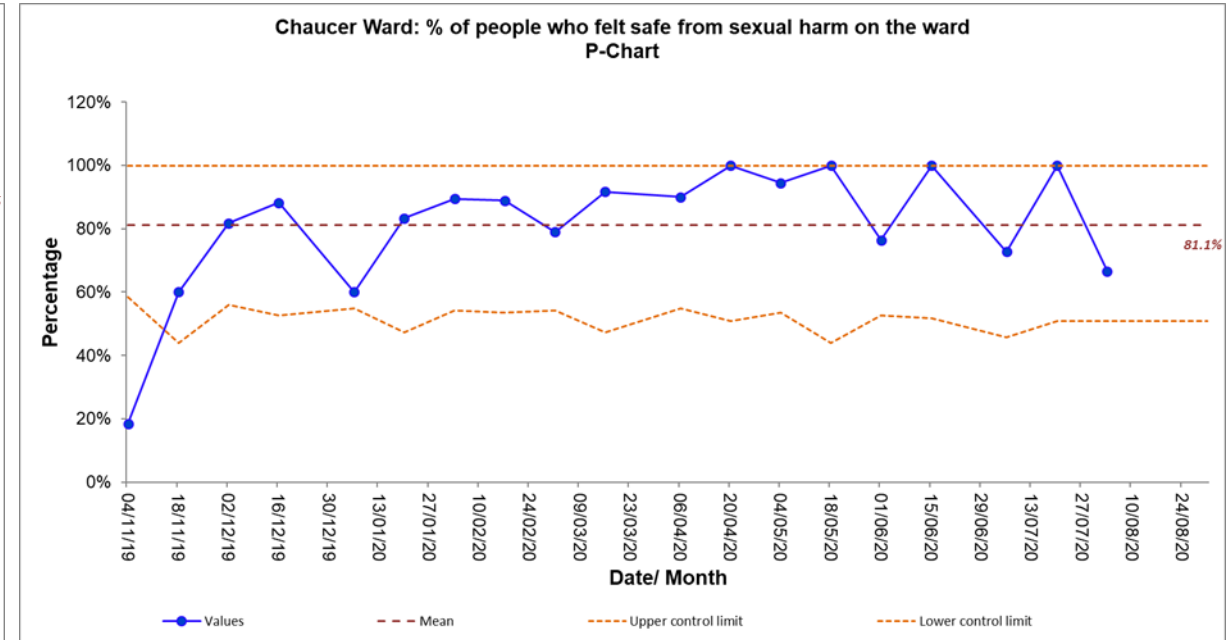
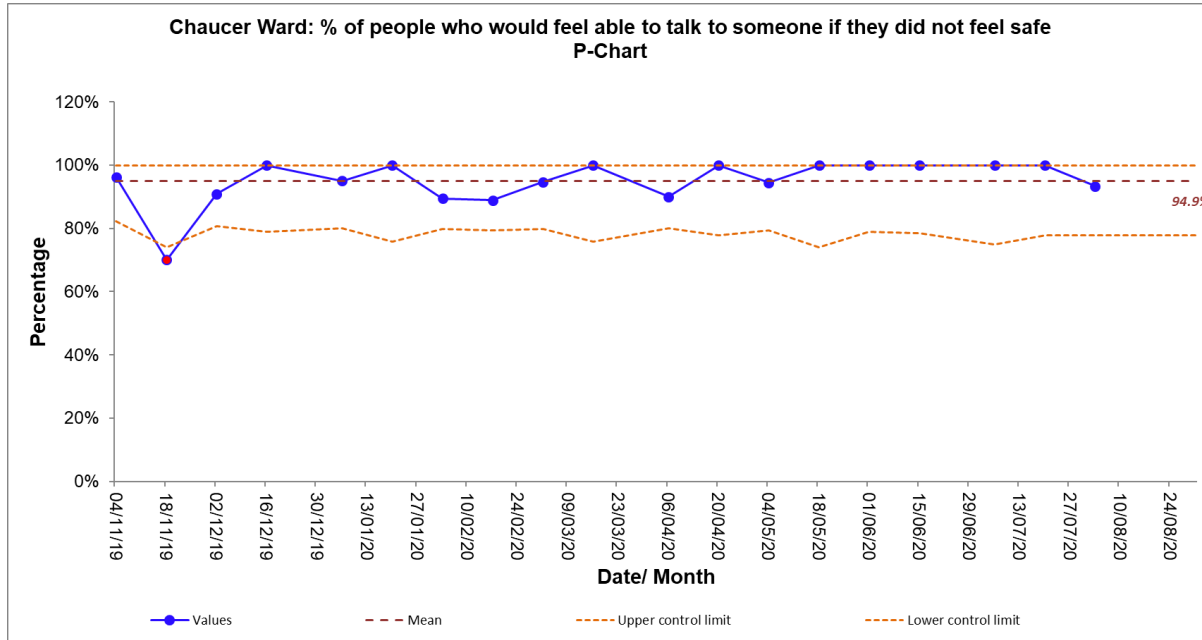


## Challenges....

- COVID-19 – Data Collection  
Training  
Stress/Anxiety
  
- Mix of Patients



# Data Collection

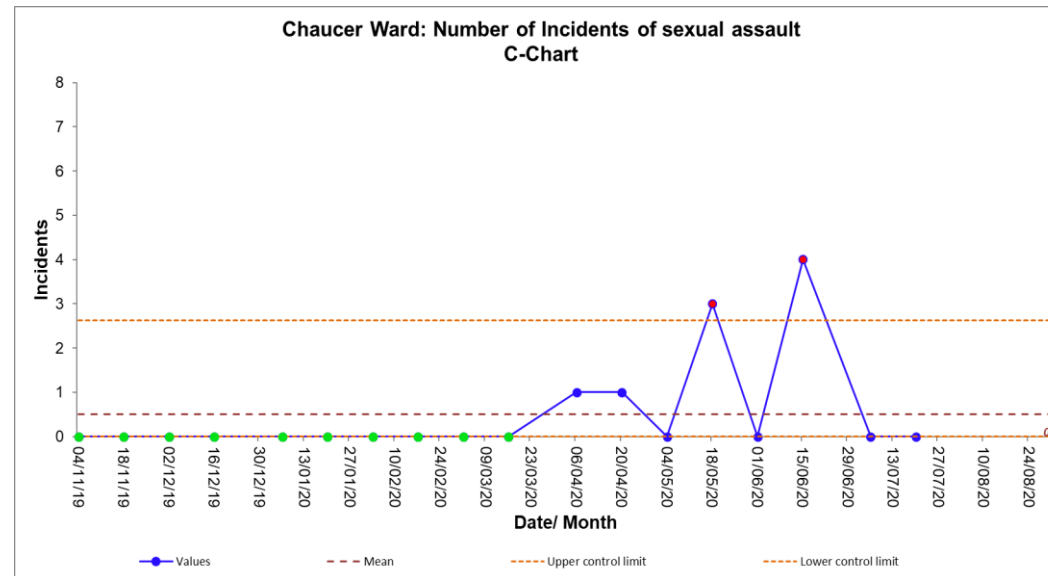
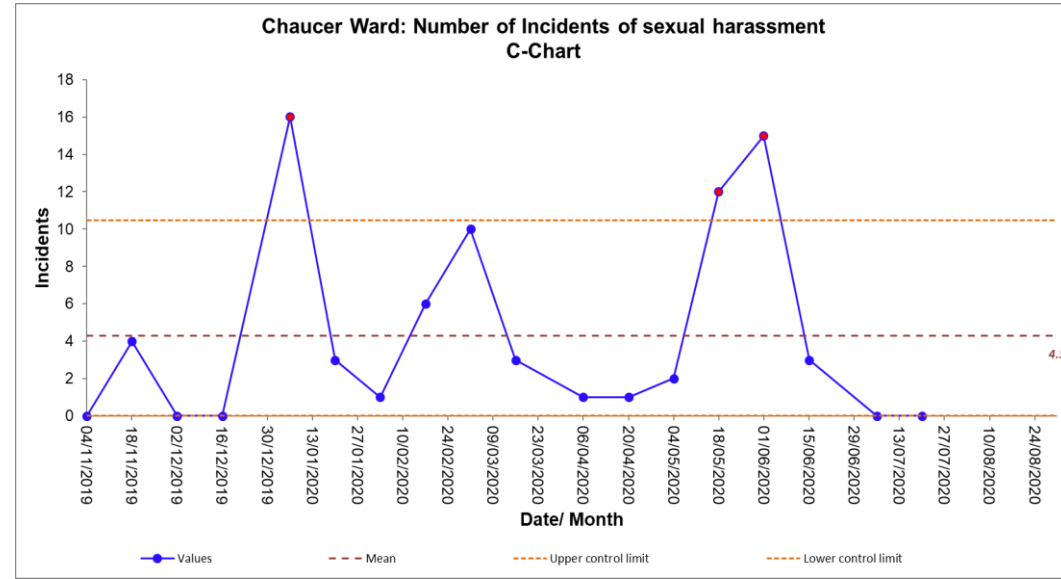
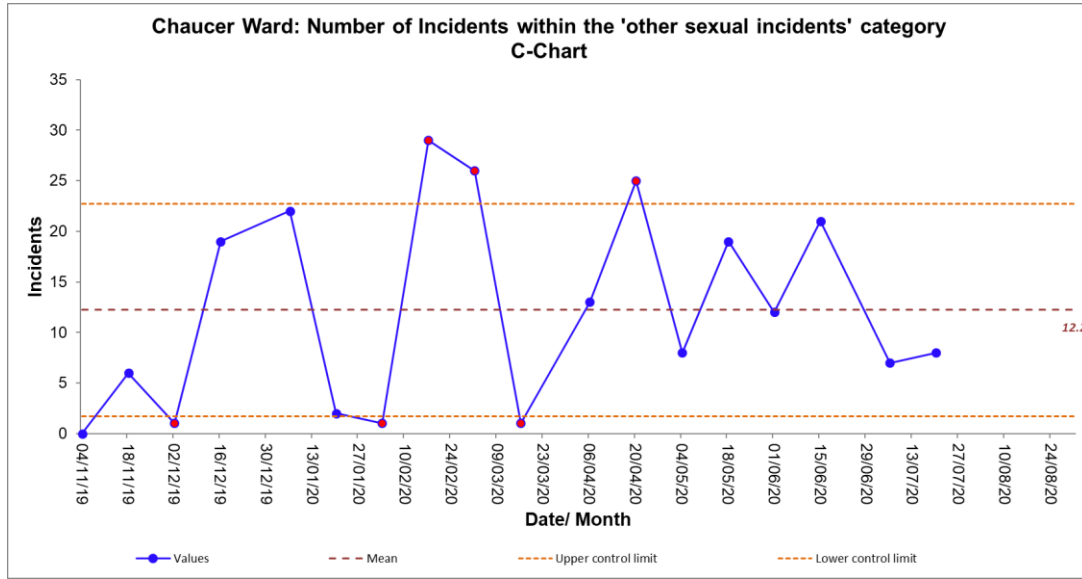


#SexualSafety

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# Continued...



#MDEPathway

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# What Next...

- Patients Perspective
- Planning/involving
- Change Idea



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Thank you



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# Breakout Sessions



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