The patient huddle should inform the PM staff huddle which will support in creating clear management plans for the day.

It will create a community feel on the ward which we anticipate would reduce the use of restrictive interventions.

Difficult to embed into ward practice, the quality differed depending on who was chairing it.

We measured when it occurred on the time chart.

It gave patients a sense of responsibility and empowerment.

It allows us to create a safer environment but also empowers patients to make decisions about the ward.

We are working towards patient-led huddles occurring each day (we are almost there).

People feel listened to and it creates a sense of community.

We have had a reduction in qualified staff - so we are training our CSW’s to facilitate patient-led huddles and staff huddles.

Patient-led safety huddles - NIC and patient to co-chair meeting to create ideas for keeping the ward feeling safe - commenced December 2018

NIC and attient to co-chair before PM Staff huddle each day.

To ask if the ward feels safe, and how we can make it feel safer or keep it feeling safe.

Actions to be taken to staff huddle

The patient-led safety huddle made patients feel included, it also gave them the opportunity to lead on meetings about the ward which made them feel valued.

Some of the suggestions have supported us to create better management plans, but also give us a patient perspective on how our actions/interventions affect the ward atmosphere.

Created a cheat sheet for chairs.

Gave it a specific time of 1.30pm, to ensure consistency.

WM observed to ensure quality of meeting

Training B2 & B4 to facilitate.

Change idea:

Predictions

Plan

Do

Study

Act

Study

Do

All teach, all learn

• It allows us to create a safer environment but also empowers patients to make decisions about the ward.
• We are working towards patient-led huddles occurring each day (we are almost there).
• People feel listened to and it creates a sense of community.
• We have had a reduction in qualified staff - so we are training our CSW’s to facilitate patient-led huddles and staff huddles.

No. of physical Violence Incidents - Coral Ward starting 27/03/18

Baseline: collected on first 15 visits

- Blue: Non-physical
- Green: Physical
- Orange: Verbal
- Red: Physically or Verbal