



Safewards

Talk Down & Mutual Expectation Interventions introduction into an Acute Psychiatric unit.



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Intervention Summary

This project is to review and implement a complex intervention called Safewards in the Approved Centre (Acute Psychiatric Unit).

Safewards is an evidence based organisational approach to delivering inpatient mental health services. The Safewards model aids in reducing restrictive practices while making the ward environment a nicer place to be. Introduction of this quality initiative will aid in reducing restrictive practices, fostering inclusive relationships, enhancing patient engagement, patient satisfaction and aiding in making the approved centre a safer place.

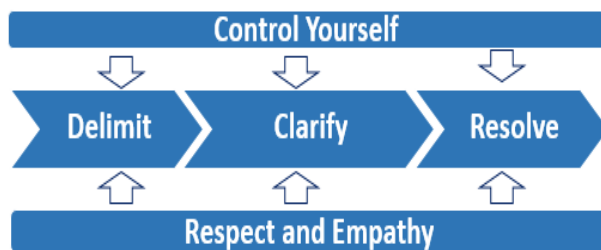
Rationale – why this intervention?

Safewards aids in reducing restrictive practices, fostering good relationships and aid patient recovery in a trauma informed culture



Talk Down Intervention

- De-escalation process focuses on clarifying issues and finding solutions together. Staff maintain self-control, respect & empathy.
- Increases respect, collaboration and mutually positive outcome.



Mutual Expectations

- Patients & staff work together to create mutually agreed aspirations that apply to both groups equally.
- Counters some power imbalances, creates a stronger sense of shared community



Aims and Objectives - what are we trying to accomplish?

The project is to review and implement Safewards in the Approved Centre (Acute Psychiatric Unit). Safewards is an evidence based organisational approach to delivering inpatient mental health services. The Safewards model aids in reducing restrictive practices while making the ward environment a nicer place to be. Introduction of this quality initiative will aid in reducing restrictive practices, fostering inclusive relationships, enhancing patient engagement, patient satisfaction and aiding in making the approved centre a safer place.

- Introduction of two Safewards interventions onto the approved centre with service user engagement in the project (Talk Down & Clear Mutual Expectations)
- Enhance collaborative working with staff and patient group to aid in reducing restrictive interventions within the approved centre.



Actions and Tasks completed

- Development of educational PowerPoint and patient information regarding Safewards. (Define/Design/Deliver)
- Engagement and Collaboration with Nursing staff.
- Utilise community meeting to engage service users & provided overview of Safewards, Benefits, plan and encourage collaboration.
- Collaborated with patients and devise Mutual Expectation poster & present at community meeting before displaying on unit.
- Staff engagement and collaboration. Devising of "Talk Down" visual prompt poster.
- Presentation of finalised poster. Commence Education and dissemination.
- Feedback to Monthly Compliance Meetings (Governance).

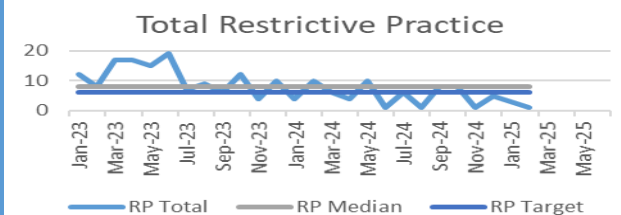


Who are the stakeholders?

All patients and staff of the Approved Centre (Mental Health)

What was Achieved/Benefits

- Patient/staff collaboration, quality engagement & patient satisfaction.
- Utilising patients voices, experiences and feedback.
- Increased staffs knowledge of de-escalation techniques.
- Decrease of restrictive practices by utilising Safewards intervention.



Key Learning ,discussion & next steps

- Continue to embed interventions and the introduction of "Know each other" intervention.
- Feedback from staff & review.
- Marked reduction in Restrictive practices and alignment with Reducing Restrictive Practices strategy.

References

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