

# De-escalation

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- ‘de-escalation’:
  - an explicitly collaborative process involving a range of verbal and non-verbal interventions that aim to reduce agitation and distress, with the purpose of averting aggression or violence.

- The goal of RT is
  - to achieve a state of calmness without sedation, sleep or unconsciousness,

- Patient's perspective:
  - Patients so acutely disturbed to be considered for RT are extremely fearful of almost anything they cannot easily understand. All comparisons are likely iniquitous; trust in almost everything is virtually impossible. Worse still, if such fragility of trust is dashed, this can lead to aggression, or even violence.

## PRE-RT: DE-ESCALATION

Continual risk assessment (III,C)  
Self-control techniques (IV,D)  
Avoidance of provocation (IV,D)  
Respect patient space (IV,D)  
Management of environment (III,C)

Passive intervention and watchful waiting (III,C)  
Empathy (IV,D)  
Reassurance (III,C)  
Respect and avoidance of shame (III,C)  
Appropriate use of humour (III,C)

Identification of patient needs (III,C)  
Distraction (III,C)  
Negotiation (IV,D)  
Re-framing events for patient (III,C)  
Non-confrontational limit setting (III,C)

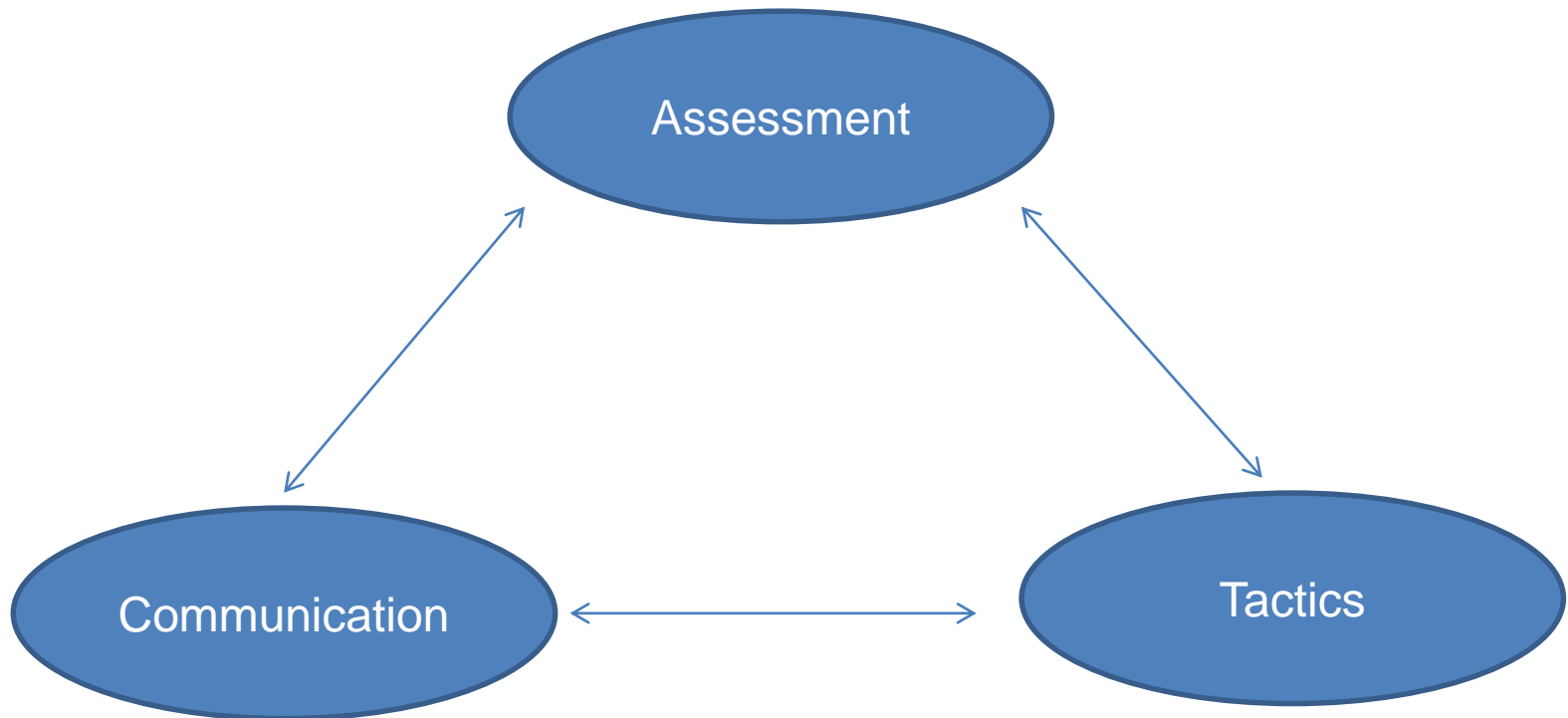
- The following de-escalation components *are* effective:
  - continual risk assessment
  - management of environment,
  - passive intervention
  - watchful waiting
  - reassurance,
  - respect and avoidance of shame
  - appropriate use of humour,

- identification of patient needs
- distraction
- reframing events for patient,
- non-confrontational limit setting (III; C).

- The following de-escalation components *may be* effective:
  - self-control techniques
  - avoidance of provocation
  - respect patient space,
  - empathy, negotiation (IV; D).

One example model:

# The ACT Model (Dix & Page 2008)





- These skills are so important because:
  - However stressful the situation becomes, clinicians should be easily identifiable, well trained, presenting positively and confidently in their actions as lack of confidence will exacerbate the anxiety of the patient.

(Patient's Perspective)