

National Association of Psychiatric Intensive Care and
Low Secure Units (NAPICU) Annual Conference 2022

Reducing Violence at Nile Ward PICU – one year on

Presented by

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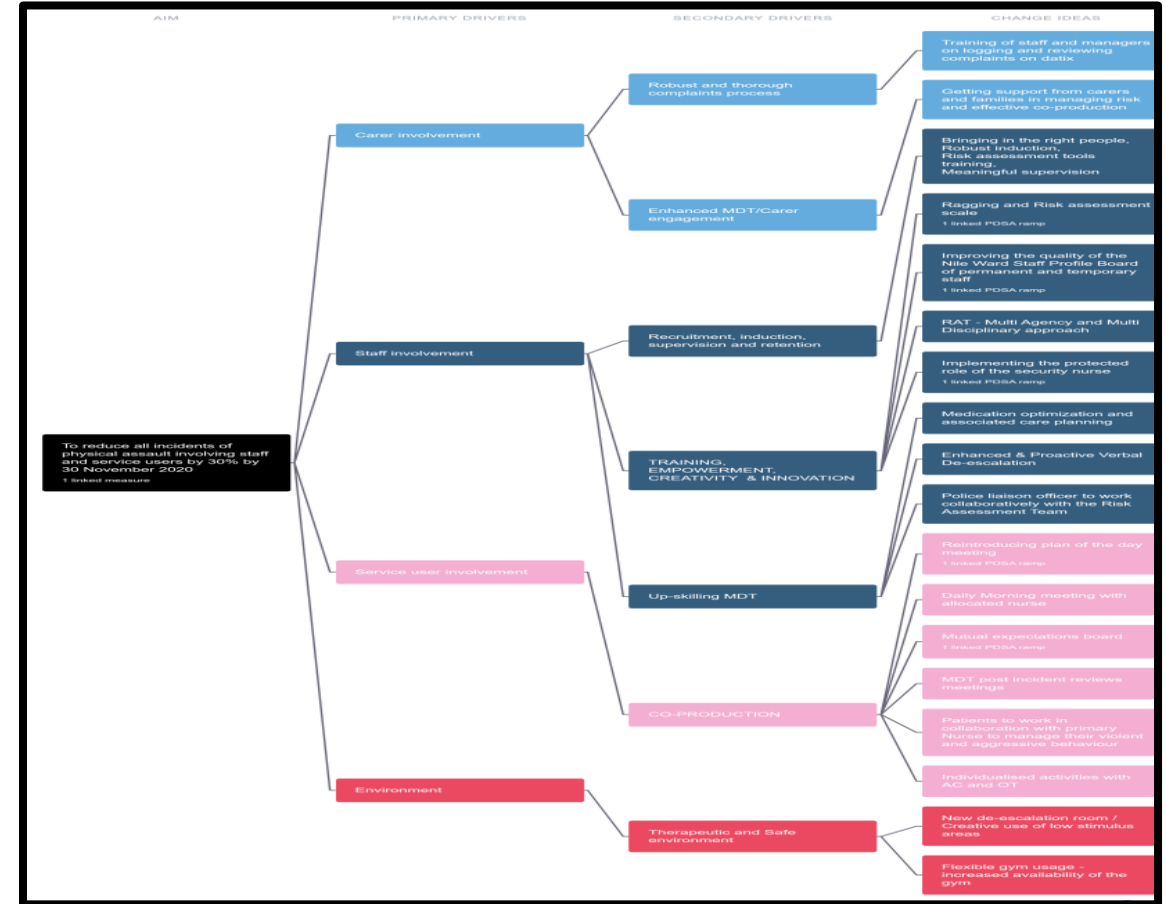
The Challenges

- 14 bedded male PICU covering Central London
- Care and treatment for acutely unwell males with high risks of challenging behaviour or absconding risk requiring a secure environment for safe care
- Referrals from acute wards, community, prisons, police, HBPOS & A&E.
- Previously, highest rates of violence and physical assaults in the Trust
- Serious incidents involving staff and patient assaults, including stabbings
- Violence reduction key priority for the ward



QI Methodology

- Quality Improvement Methodology – use of Life QI
- Change Ideas planned by MDT :
 - Plan of the Day Meetings
 - RAG Ratings
 - Updating Staff Photo board
 - Patient Feedback Board
 - Mutual Expectations
 - Collaborative Fitness Sessions
 - Gardening
 - Cooking Sessions
 - Daily Medical Reviews
 - Trauma Focussed Psychology Sessions



Quality Improvement Ideas

| Red Zone Criteria: | Amber Zone Criteria: | Green Zone Criteria: |
|---|---|---|
| <ul style="list-style-type: none"> High level of physical aggression High level of verbal aggression/threats Absconson risk Non-compliance to regular medication Refusing PRN medication Destruction of property | <ul style="list-style-type: none"> Increasing level of verbal aggression Increasing level of physical agitation Absconson risk Refusing PRN Partial compliance to treatment plan | <ul style="list-style-type: none"> Compliant with treatment Requesting for PRN appropriately No aggressive behaviour – minor irritability/agitation Using S17 leave appropriately |
| Interventions: | Interventions: | Interventions: |
| <ul style="list-style-type: none"> Review level of nursing observations – Intermittent, 1:1, 2:1 Use of Rapid Tranquillisation Assess for Seclusion MDT to review treatment plan Review of risk assessment & care plan | <ul style="list-style-type: none"> Review level of nursing observations – Intermittent, 1:1, 2:1 MDT to review treatment plan Protected engagement time with allocated nurse Verbal de-escalation Consideration of PRN medications | <ul style="list-style-type: none"> Continue with current treatment plan Increase of leave Consider step down to open ward |

NILE WARD PLAN THE DAY MEETING

EVERYDAY; MONDAY – SUNDAY

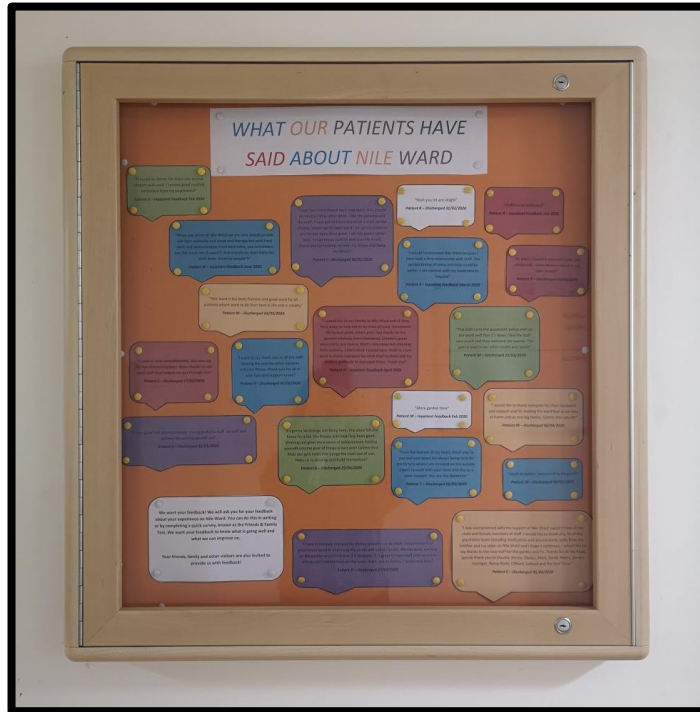
09:15 START

NILE WARD LOUNGE

All available staff, including Nurse in Charge & Security Nurse, should attend this meeting please!



Quality Improvement Ideas



Mutual Expectations

- 1** We will welcome every new patient and staff in Nile Ward as part of our Community.
- 2** Every patient in the ward will be introduced to the Nile Ward community and provided a 'Welcome Pack'.
- 3** All Staff and Patients should make an effort to think about their behaviour in the ward and how it might impact on others.
- 4** If we feel distressed, we will take time-out in the side-room, speak to somebody or to a private space/bedroom to calm down.
- 5** Aggression towards others is NEVER acceptable. If any of us behave aggressively, we will be expected to work with Staff to calm down.
- 6** Violence & aggression of any kind is unacceptable. Verbal, racial & physical abuse, threats and property damage will be reported to Police.
- 7** Everybody should respect each other's personal space. We will avoid making physical contact with one another.
- 8** We will show mutual respect for one another. We will be respectful towards each other's ethnicity, sexuality, culture, religion and beliefs.
- 9** Staff will always listen to your requests and try to meet your needs in a timely manner.
- 10** We will respect confidentiality and not gossip about others. We can share personal information with others if we feel comfortable enough to do so.
- 11** We will try to support each other as we are part of the same community. We can help each other by being understanding and supportive of each other.
- 12** We will not interfere with the care of other patients.
- 13** We will support each other to develop open and honest relationships with all members of our community.
- 14** We will report issues we are not happy with in the ward so that we can make changes to make our community better.
- 15** The garden will be made accessible to all for as much as practically possible depending on staff availability.
- 16** We will be active members of our community by punctually attending ward meetings and participating in ward therapies and activities regularly.
- 17** We will attend to our personal hygiene everyday and keep our bedrooms tidy. We will wear appropriate clothing when in the communal areas.
- 18** We will keep our belongings in our bedrooms. We will not touch others' property without permission. Valuables will be kept safe in the ward by Staff.



Mike Waddington
@waddington_mike

Listen here (at 1hr 37 in) as Dr Rhaman talks about Eid Celebration @CNWLNHS #NileWard - very good, humane and compassionate piece

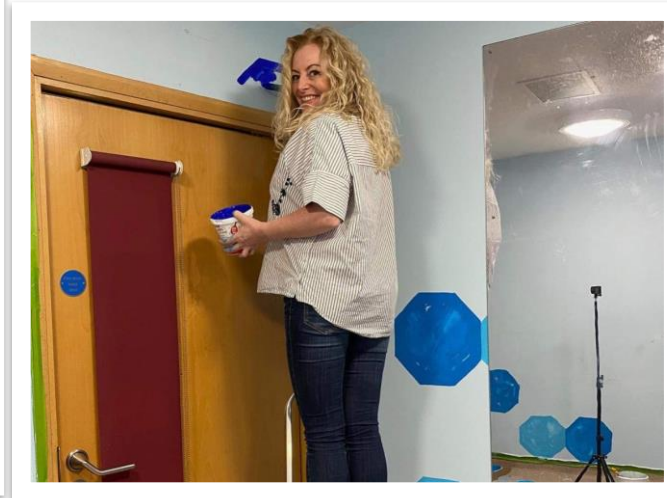
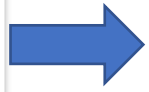
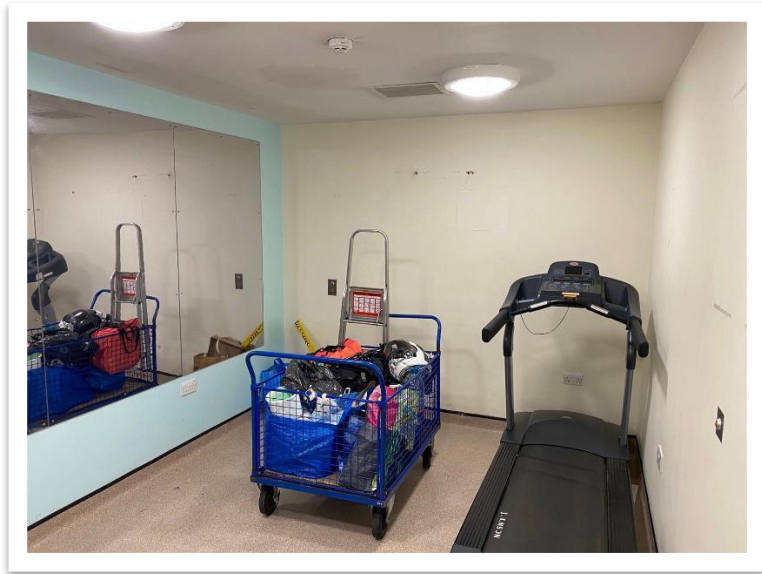
Vanessa Feltz - Commons Liaison Committee - BBC Sounds
bbc.co.uk

11:00 - 27 May 20 - Twitter Web Client

1 Retweet 2 Likes

Tweet your reply

Improving the gym & staff involvement



- Health & Fitness Nurse Post Created

Physical Activity Offered Throughout The Day

- Patient physical health care plans.

- Improved gym equipment & environment

- Artist Rebecca Byrne installed art into gym

- Weight gain reduced by 39% in 2021 to 2020

Gardening Sessions



- Due to Covid-19 Pandemic, we had to restructure our activity timetable due to social distancing.
- This led us to our next change idea, daily gardening sessions with our AC.
- Staff & patients helped grow and look after the garden. Plants donated from Westway Gardening & One Community.

Communal Cooking

- 1 patient cooks for 20 staff & patients every week
- Award received from Royal College – Lifestyle QI
- Staff and patients cook and eat together
- Cooking meals from different cultures
- Monthly fry up Fridays & weekly wholegrain toasties



Community Football



- **Connected into Minds United FC whilst in hospital**
- **40 Connected – Reducing readmissions**
- **Creating community outside of hospital**



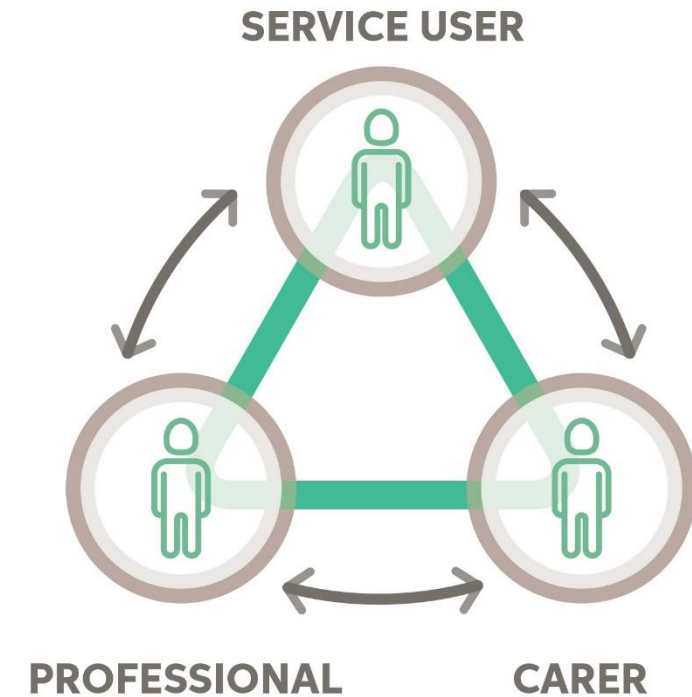
New Interventions



- **Relaxation & Mindfulness Group**
- **Music Studio being set up - RCPsych Award**
- **Nurse led drawing/sketching groups**
- **Sleep Research with Imperial College**

Working with Families and Carers

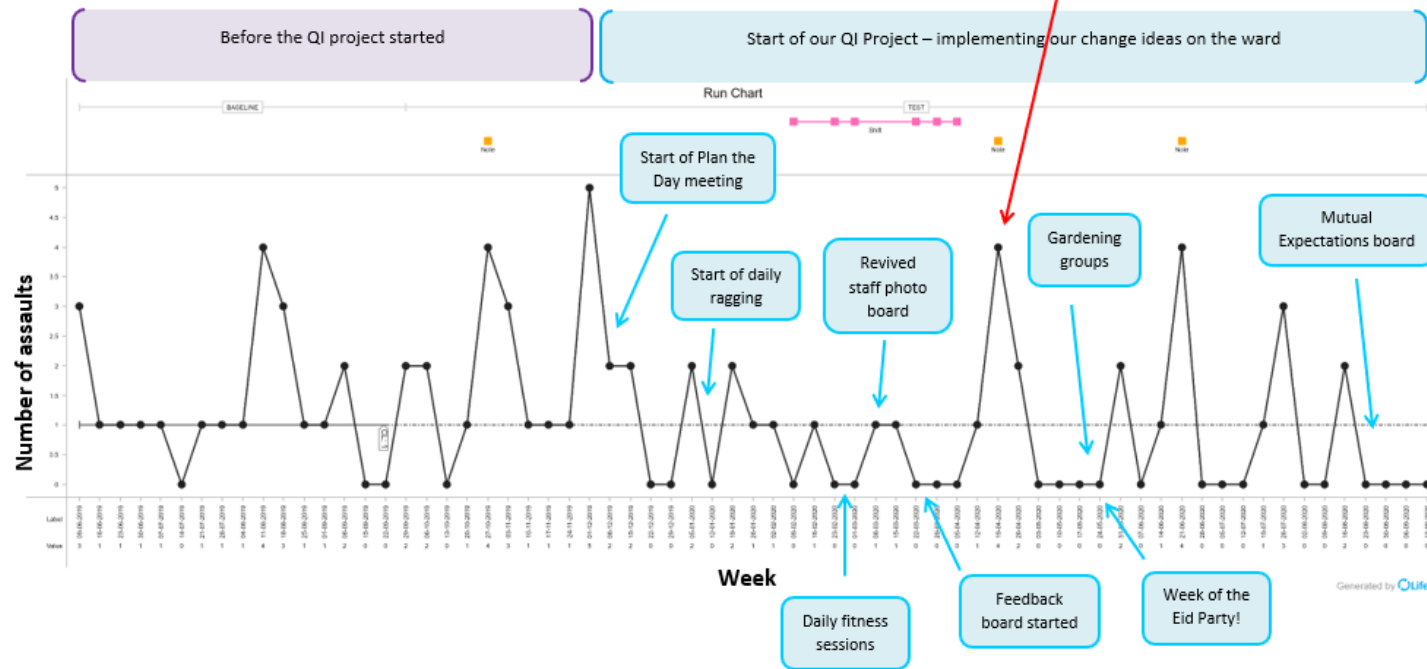
- Family and Carers Survey about Nile Ward Experience
- S117 Meetings
- New Family Pack for Carers, Family Checklist for Nursing Staff
- Staff Training, Triangle of Care
- Dedicated sessions for family members outside ward round
- Family & Carers Support Meeting led by Psychologists



What was the outcome?

NUMBER OF ASSAULTS PER WEEK ON PATIENTS & STAFF ON NILE WARD

We had a spike in assaults this week – during this period we had an increased acuity on the ward due to multiple admissions and transfers from other PICUS (other PICU in the trust closed to admissions in this period).



| Period | Incidents |
|--------------|-----------|
| 2020-2021 Q3 | 73 |
| 2020-2021 Q4 | 63 |
| 2021-2022 Q1 | 37 |

Results : 51% reduction

As you can see, we had a high number of patient assaults on staff and other patients before we started this project. Since we have started our violence reduction project and implemented our change ideas, we have seen a reduction in patient assaults on staff and patients. More weeks with 0 assaults on staff or patients. Analysis of weeks with more assaults; new admissions, high acuity of new patients, uptake in seclusion

Patient Feedback

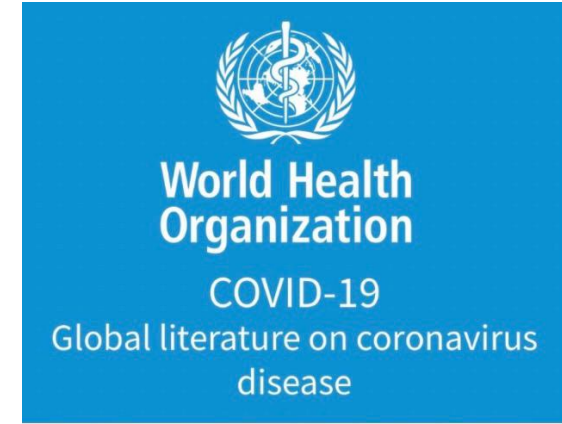
Patient Feedback

'I would like to thank everyone for making the ward feel as we was at home as one big family.'

'The staff went out of their way to make me feel safe and secure when I felt afraid and vulnerable, strong and confident when I felt weak and defeated. You really know how to pick someone up when they are down.'

'From the bottom of my heart, thank you the team for always being there to help me when I am stressed on the outside. I want to work with your team one day as a peer support worker. You are like diamonds.'

Recognition



Nile Ward PICU violence reduction
quality improvement project
Rahman, Mehtab, Taylor, Claudia, Roda,
Abdullahi, Okwuokei, Anthony, Waugh,
Matthew, Kaji, Mahomed, Magadlela,
Biganani.
BJPsych Open ; 7(S1):S213-S214, 2021.
Article in English | ProQuest Central | ID:
covidwho-1278079





Central and
North West London
NHS Foundation Trust

Thank you.

Queries, comments, feedback :
mehtabrahman@nhs.net



Wellbeing for life