

Working Safely with Relational Security

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Alvaston Ward, Cygnet Hospital Derby

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RCPsych Enabling Environment Award



Belonging	The nature and quality of relationships are of primary importance
Boundaries	There are expectations of behavior and processes to maintain and review them
Communication	It is recognized that people communicate in different ways
Development	There are opportunities to be spontaneous and try new things
Involvement	Everyone shares responsibility for the environment
Safety	Support is available for everyone
Structure	Engagement and purposeful activity is actively encouraged
Empowerment	Power and authority are open to discussion
Leadership	Leadership takes responsibility for the environment being enabling
Openness	External relationships are sought and valued

Welcome to Alvaston Ward



Positive relationships promote well-being. Alvaston ward is a place people can learn new ways of relating, a place where people can experience a sense of belonging, where all people involved contribute to the growth and well-being of others, and it is a place that recognises and respects the contributions of everyone in helping relationships. Alvaston ward is a place where we should all feel safe.

Here are our mutual expectations

Belonging: We are all here to support each other – working together will help us all along the recovery journey, and will contribute to a more positive experience in hospital.

Boundaries: We will be courteous and considerate to all staff and service users, if we have difficulty in practising this, we will take responsibility and discuss our difficulties with staff.

We will all respect one another's differences. Racism or offensive remarks of any kind are unacceptable.

Please be aware of the noise levels on the ward which may disturb others. Refrain from playing loud music at night, and if you are using your mobile phone, politely leave the communal areas so as not to disturb others.

Communication: We will attend morning planning and community meetings so that we can communicate effectively with each other in a safe space.

We will respond to requests as soon as we can, and if we can't do it straight away we will tell each other.

Where someone has communication difficulties, we will work as a team to help them.

Development: We are on a recovery journey which may involve new experiences both joyful and painful. We will embrace the opportunities to have fun and be spontaneous. Laughter is a great healer.

Everybody should assist in keeping the ward clean and tidy, we want to have as homely and respectful an environment as possible.



Involvement: We will always listen to each other and collaborate on treatment goals.

We will always ensure the service user and the staff voices are heard

Safety: Violence of any kind including threatening others, swearing or aggressive language, hitting or throwing things is not acceptable – we all have the right to feel safe. If you are feeling angry, politely ask to be left alone or walk away from the situation. But do try to talk about this when you feel calmer.

Service users are asked to be aware that their actions while off the ward may have an impact on their treatment plan – especially with regards to the use of drugs and alcohol. We will all respect each other's property, including ward property, and not borrow, lend, trade or sell. We will not bring risky contraband items on to the ward to preserve the safety of everyone. Service users should not enter the staff office or bathroom at any time for safety reasons.

Service users should not go into each other's rooms – some people may be vulnerable.

Structure: Therapy staff will offer regular individual sessions and groups, and service users are expected to engage in their treatment plan. Participation speeds up recovery and a positive attitude helps other service users who may be finding it difficult to engage. We will make sure we are ready and on time for sessions or groups so that they are not delayed for others. Staff will keep service users informed of ward activities and any changes in the daily programme.

Empowerment: We will play an active role in our care and treatment, as far as we are able.

Everybody should try to look after themselves, keeping themselves clean and well dressed. Staff will assist anyone who is unable to do so. We will have the courage to try to understand our problems and take responsibility for our behavior.

Leadership: We will undertake to ensure leadership opportunities are available on the ward for service users, we will all support those who have taken up those opportunities

Openness: Staff will be open and willing to hear suggestions from service users, we ask that service users extend the same courtesy to staff. If we make mistakes we will apologise and try to understand how to do things differently.

Bright Charity Review - Geoff Brennan et al



Culture and positive risk taking

Maintaining the women's safety

Restrictive interventions

Ward clinical risk mx strategies

Mini risk assessment

Compliance with national guidelines

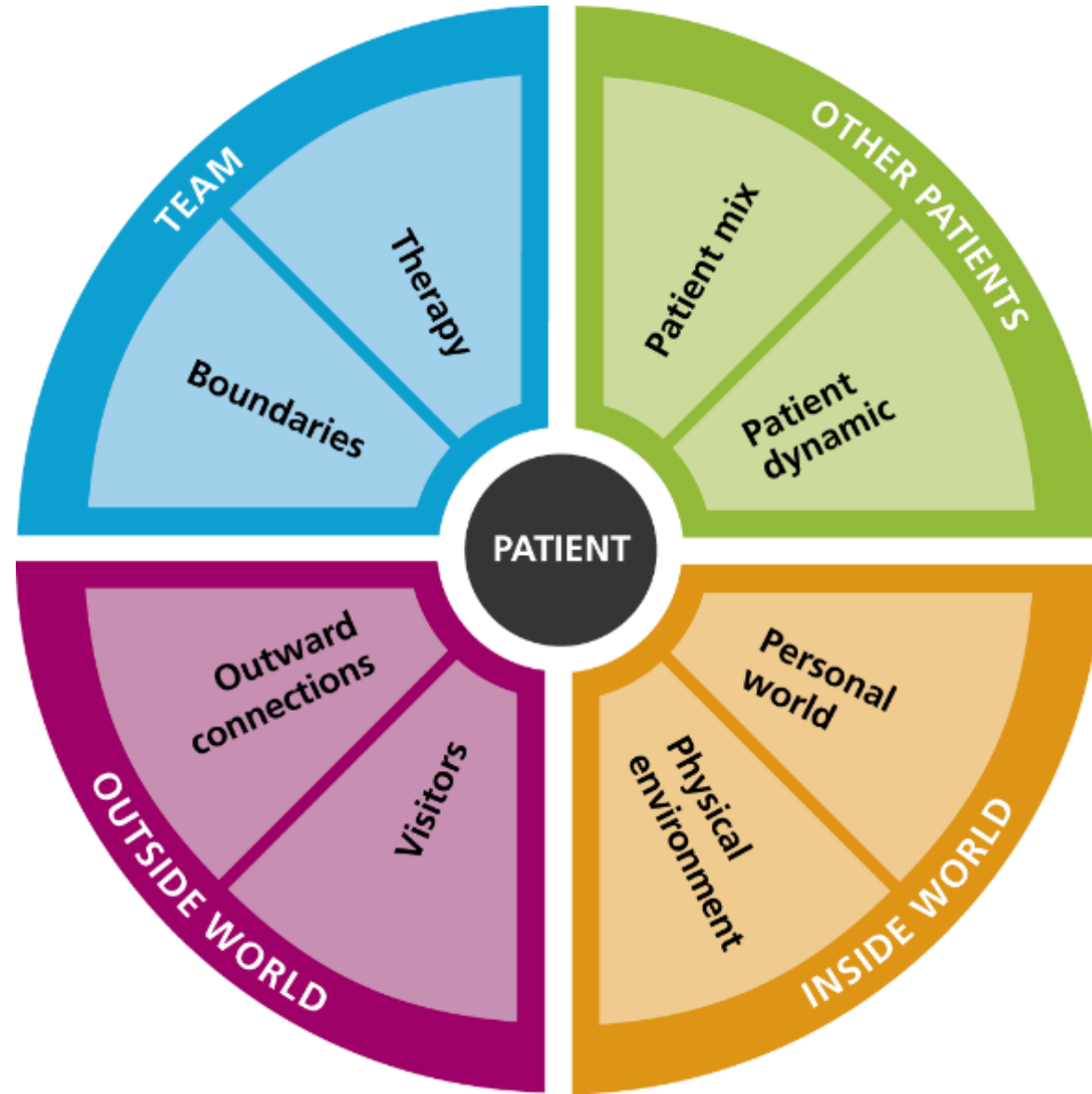
Factors enabling good practice

- Leadership and culture carriers
- Alvaston not for everyone
- Learning and developing culture
- Open communication

See, Think, Act



“Relational security is the knowledge and understanding we have got of a patient and of their environment, and the translation of that information into appropriate responses and care”



See, Think, Act



Boundaries
Consistency
Long term professional relationships
Self discipline
Confidence
Being reasonable
Communication
Attitude
Language
Role modelling
Engagement
Respectful
Ability to challenge

What are we asking of our staff?



Mirroring the Service User journey

What we should provide

Support

Supervision

Open culture

Education

Clear communication on all levels

Senior management buy-in

... and lots of humour!!

The Benefits

Rewarding working environment

Cohesive teams, regular and consistent

Recruitment and retention

Emotionally mature workforce

Decrease in sickness / burn out / agency use

More therapeutic environment



Reflections on a journey ...



Thank you

Any questions / reflections?

