

# REDUCING VIOLENCE ON CLERKENWELL WARD

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### Aim

To reduce total number incidents of violence by 25 % by August 2016

### Background

Violence has a significant impact upon staff and patients who are directly involved, as well as indirectly affecting all staff and patients in the environment. The impact of violence on the therapeutic effectiveness of Clerkenwell Ward has been highlighted as an issue by patients in community meetings and by staff on away days.

Clerkenwell accounts for 6% of the Forensics inpatient wards, but in early 2015 was responsible for 23% of all Datix-reported incidents of violence (patient on patient, patient on staff) in the directorate.

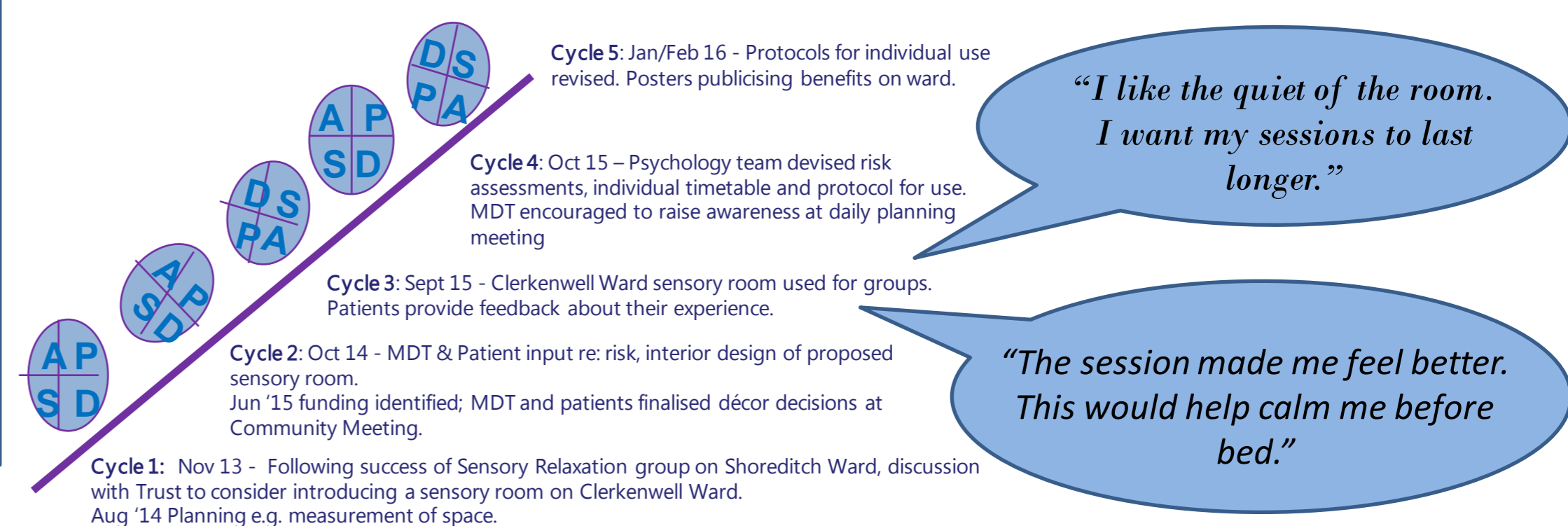
During this time, Clerkenwell also generated the highest number of safeguarding alerts and 1-1 observations. This in turn was associated with highest use of bank staff and ward nursing budget.

In early 2015, initiatives were introduced to address the culture on the ward, including staff and patient awareness about bullying, aggression and violence.

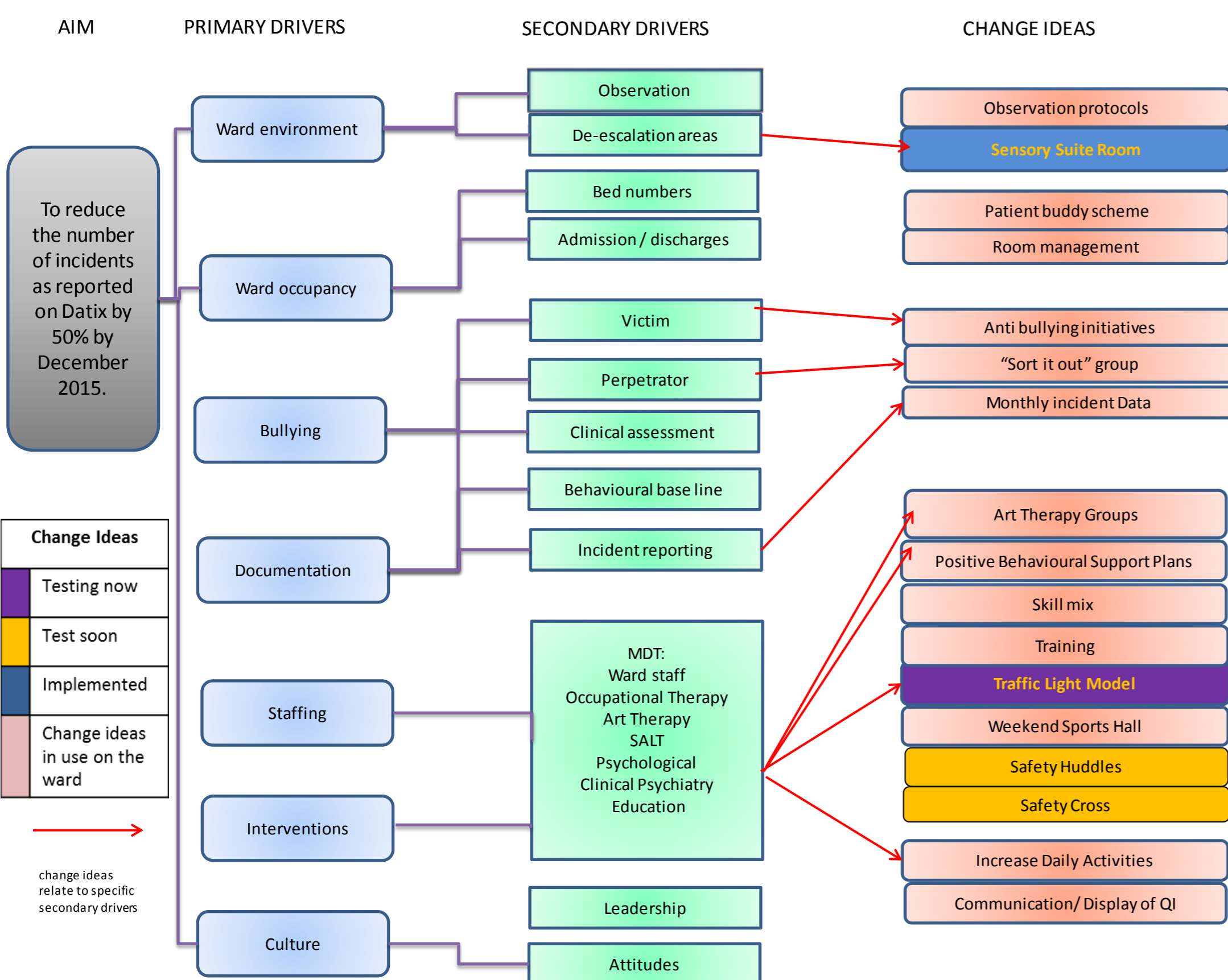
In January 2016 staff agreed that efforts over the previous 6 months had improved their experience of the ward and decided to engage in a QI project to reduce violence on Clerkenwell Ward.



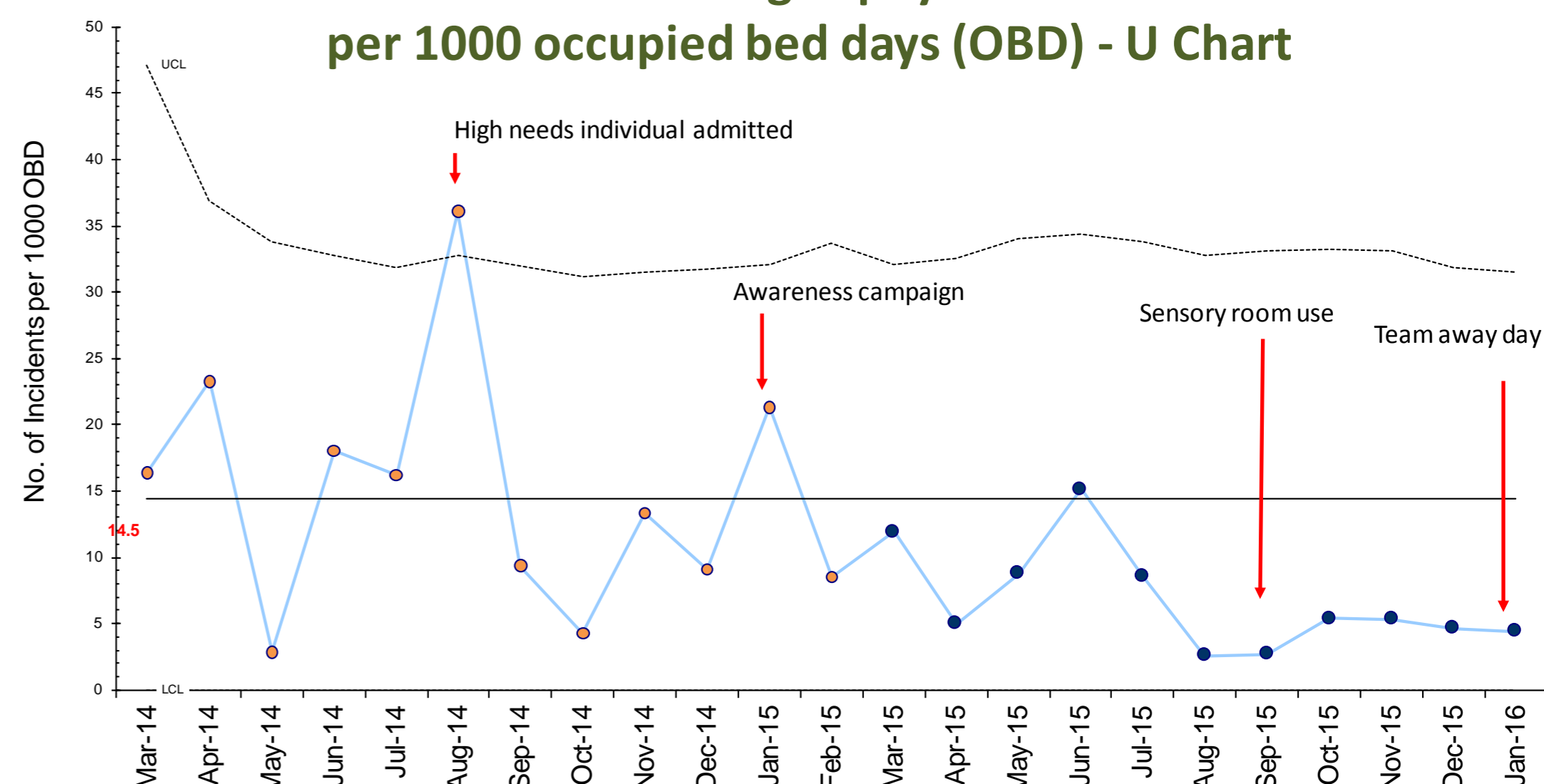
### Clerkenwell Ward PDSA – Sensory Room



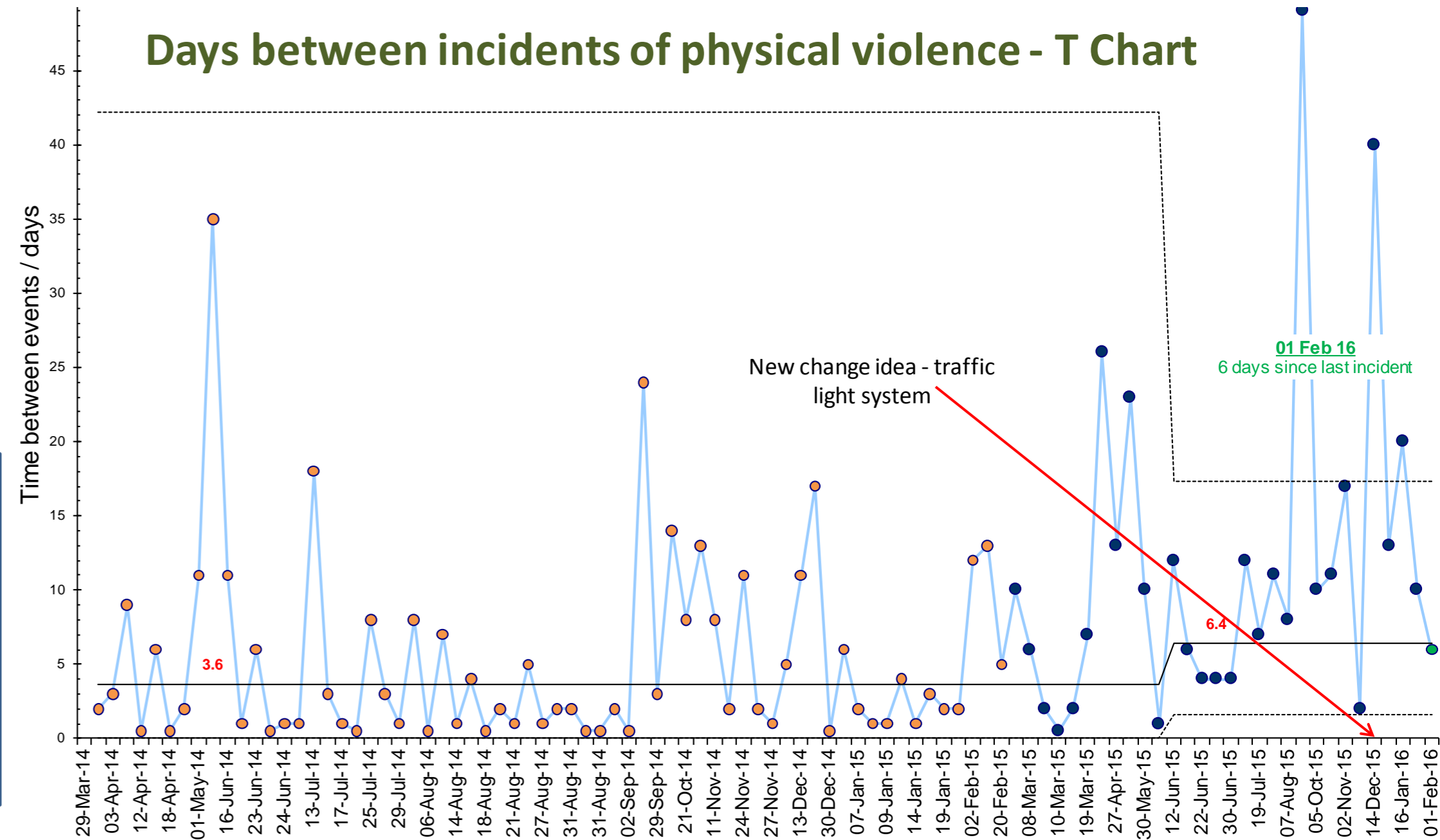
### Clerkenwell Ward Driver Diagram



### Incidents resulting in physical violence per 1000 occupied bed days (OBD) - U Chart



### Days between incidents of physical violence - T Chart



### Measures

Outcome: total violence (patient on patient, patient on staff) as documented using Datix reporting system

Balancing: Staff sickness and injury, repairs costs

Process: Use of restraint, seclusion, staff and patient experience

### What next?

Consider adopting change ideas from other successful violence reduction QI projects (e.g. safety huddles)

Engage Service Users more in design and implementation of change ideas