

TOWER HAMLETS VIOLENCE REDUCTION COLLABORATIVE ROMAN WARD

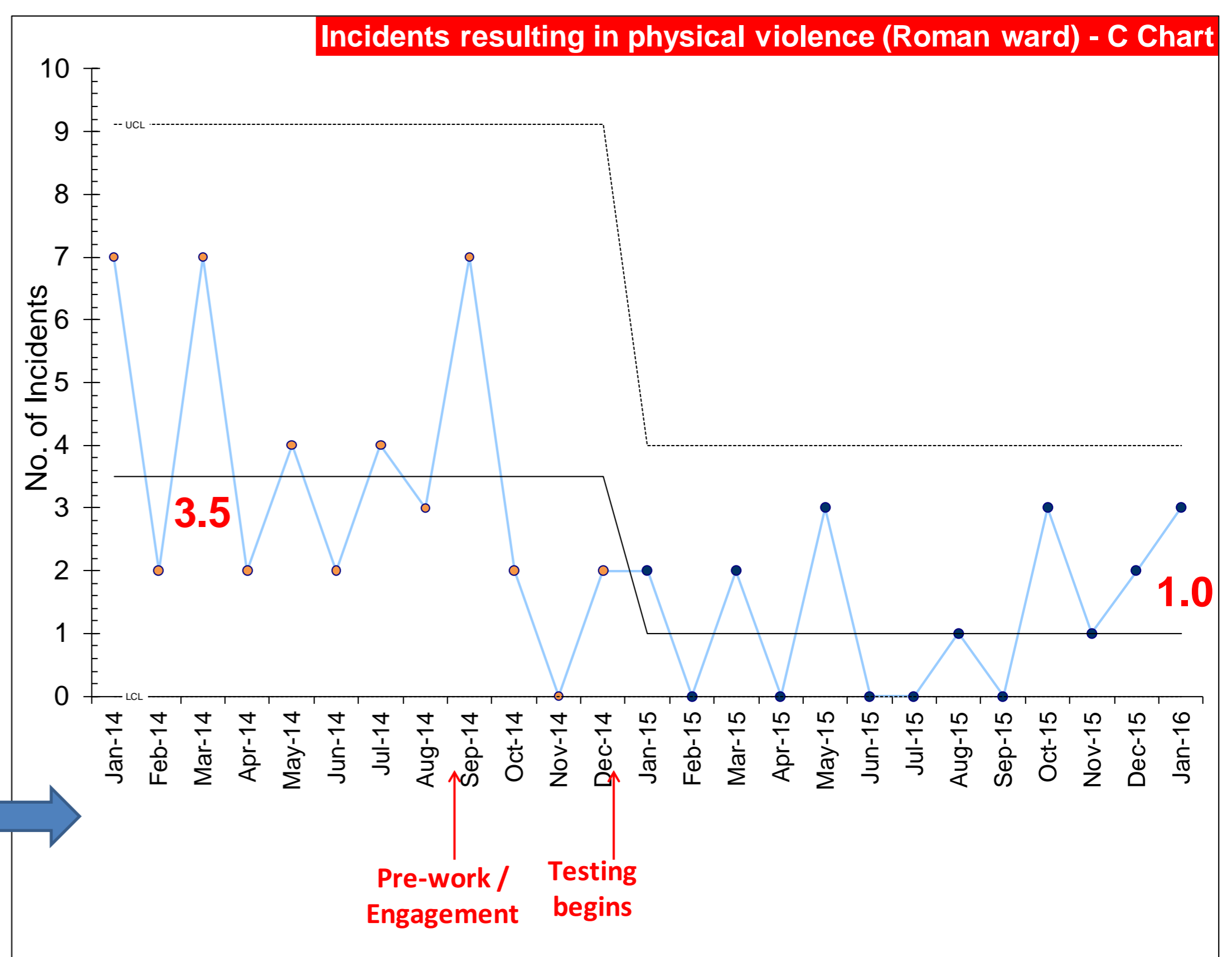
PROJECT TEAM: AILEEN VALYDON, LAURANIS GREGORY AND THE TEAM ON ROMAN WARD.
 QI SPONSOR: ANDY CRUICKSHANK, QI COACH: JEN TAYLOR-WATT (QI LEAD)

Introduction

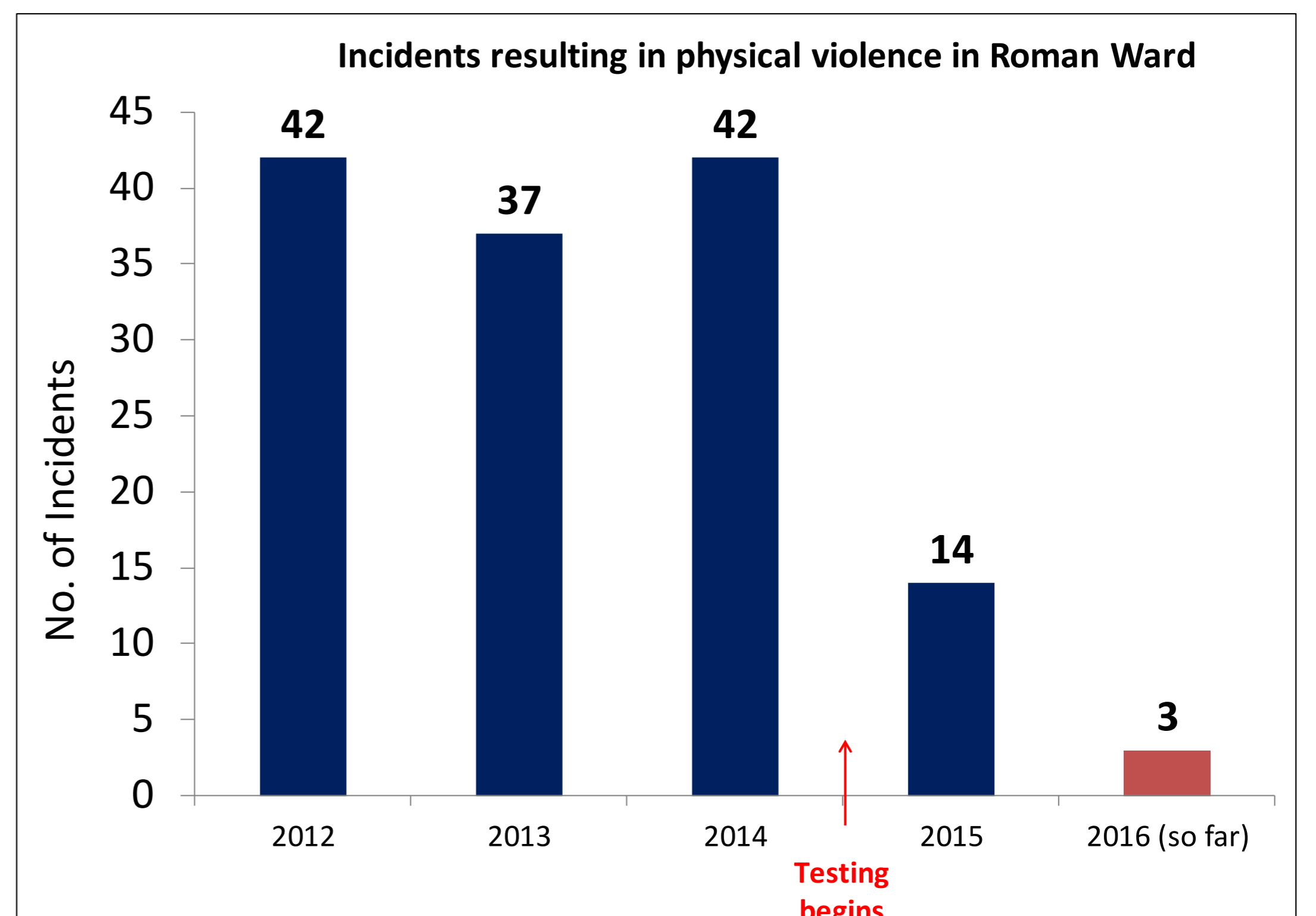
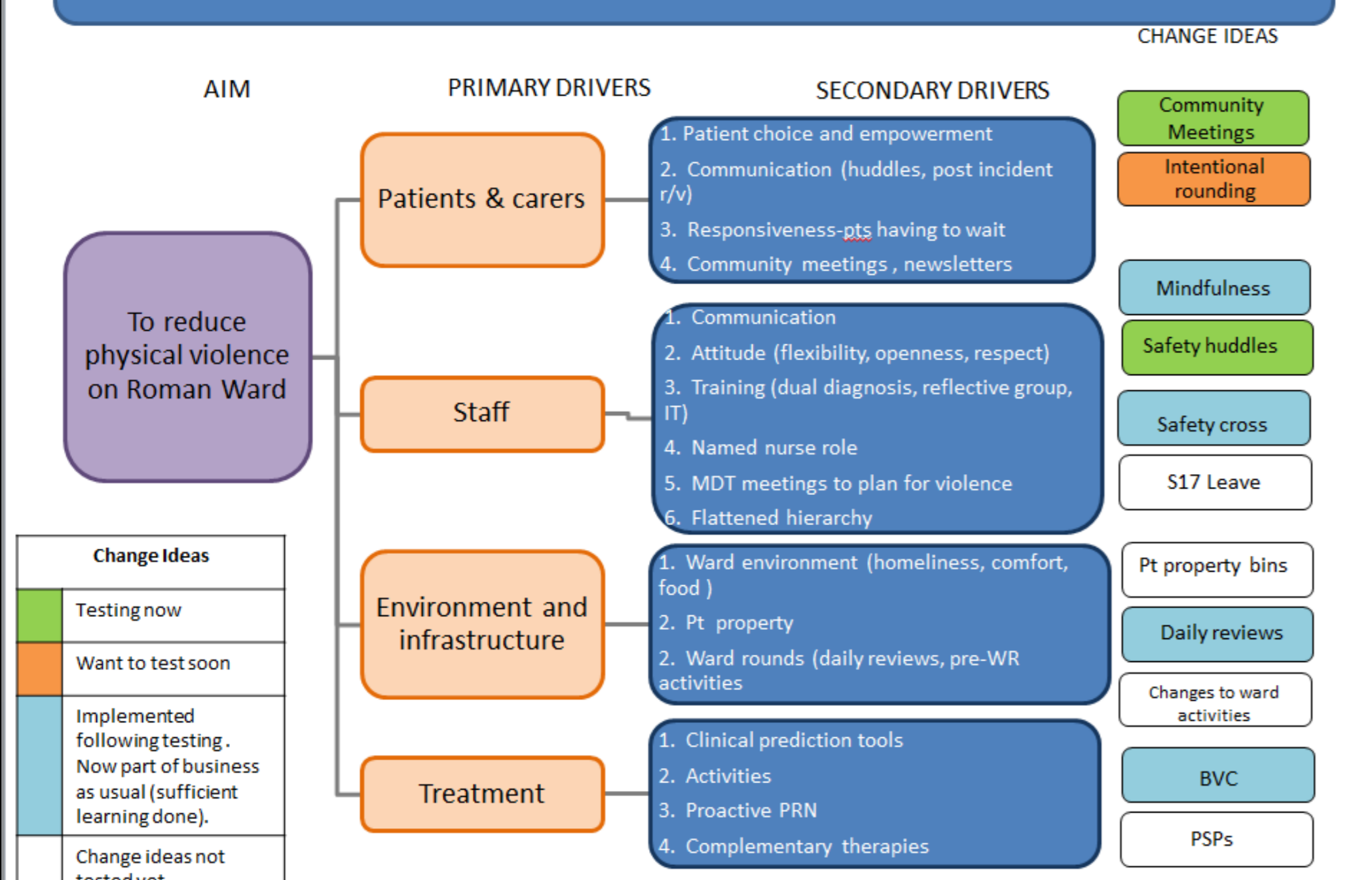
Roman Ward is part of the Tower Hamlets Violence Reduction Collaborative, made up of 4 acute admissions wards and 2 PICUs, which have been working together since September 2014 to reduce incidents of violence.

Achieving reductions in violence has a huge impact in terms of the experience of service users, staff and relatives; making people feel safer and happier to be on the ward. This also has positive knock on benefits in terms of people's recovery, as well as service issues, such as reducing staff sickness and improving retention rates.

Roman Ward has achieved a 72% reduction in violence from 3.5 incidents a month in our baseline period of 2014, to 1 incident a month in 2015. We are now aiming to achieve further reductions by the end of 2016.



Tower Hamlets Violence Collaborative Driver Diagram – Roman Ward Version



What have we been testing?

We have been testing the following:

From the THVRC Safety Culture Bundle*

- Safety Cross
- Broset Violence Checklist
- Safety Huddles
- Safety discussion in Community Meetings

Specifically identified on Roman Ward:

- Mindfulness – *staff trained up to lead mindfulness sessions with Service Users when they become agitated*
- Daily Reviews – *moving away from weekly ward rounds so that doctors come more frequently to review patients. Increasingly doctors are finding they are able to do this within safety huddles, capitalising on the insights of the broader team.*

Our learning and plans for our next cycle

The experience of being part of the Tower Hamlets Violence Reduction Collaborative has been transformative for Roman Ward. We are used to experiencing 37-42 incidents a year, which has been the case since 2012, but in 2015 we experience less than half that. Daily Reviews and Safety Huddles in particular, have enabled us to really change the way we work as a team, drawing on everyone's experience and insight to better manage safety risks and meet people's needs.

We continue to refine our approach and feel we still have more learning to do together to make Safety Huddles and Safety Discussions in Community Meetings even better. Our upcoming PDSAs will explore the following issues in relation to Safety Huddles:

- How to increase reliability of night huddles
- How to support all staff to lead Safety Huddles, not just RMNs
- How to ensure discussion in Safety Huddles is safety focused and doesn't become a handover



*see TOWER HAMLETS VIOLENCE REDUCTION COLLABORATIVE for full description of these change ideas