

Award Winning Training Solution Achieves Impressive Results

Maybo worked with Brighton and Sussex University Hospitals NHS Trust (BSUH) on a training initiative to achieve:

1. A 60% reduction in reported physical assaults on targeted wards
2. Delivery of an enhanced CRT programme addressing clinically related challenging behaviours
3. A reduction in restraints and safeguarding incidents on targeted wards
4. Training delivered within existing budgets
5. Minimal additional abstraction costs

Key Success Factors:

- Thorough research of risks, causes and training needs
- High relevance to staff
- Stakeholder workshop to achieve 'buy in' of the Chief Nurse and Matrons
- Follow up and support to wards post training to encourage transfer of learning into working practises

The Challenge

BSUH identified that a substantial number of reported assaults on staff were related to the clinical condition of a patient, from physical conditions causing acute confusion to mental health issues such as dementia, and sometimes a combination of these. This situation reflected a countrywide NHS Protect analysis of assaults on staff that identified around 70% were clinically related.

BSUH set out bridge the gap between current NHS Conflict Resolution and conventional 'breakaway' training and the need to address the complex causes of clinically related challenging behaviours. Maybo was engaged to research and design a bespoke programme to meet CRT requirements plus build an understanding among staff of how to recognise, prevent and respond to clinically related challenging behaviour.

The initiative set out two complimentary goals:

- Design and deliver a bespoke training programme to help security and clinical staff teams work together to reduce clinically related challenging behaviours and assaults
- Reduce the use of restraint and ensure patient safety and dignity is maintained when intervention is necessary

The Solution

Incident data analysis and a staff survey developed a clearer understanding of the nature and causes of challenging behaviours and enabled priority areas to be identified. It also informed key scenarios that would form part of the training.

Using a blended eLearning and direct training delivery approach, staff complete a bespoke eLearning programme to gain underpinning knowledge of conflict resolution followed by a one day face to face training session. This is delivered on a training ward with wheelchairs, patient trolleys and beds to provide extra realism. It covers CRT outcomes and additional knowledge input and skills to:

- Recognise, prevent and defuse conflict and challenging behaviours
- Avoid clinically related assaults through safer positioning and working practices
- Safely guide and re-direct confused patients
- Security staff had two further days training including safer holding skills, ejection and incident response



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Guidance on how to reduce risks of harm to confused and vulnerable patients plus practical skills, such as positioning awareness and simple re-direction and guiding are included to help staff exposed to higher levels of challenging behaviour reduce the risk of assault when going about tasks in close proximity to patients. The training maps to NHS CRT and National Occupational Standards for Work Related Violence and is City & Guilds Accredited.

Ward based 'coaching' and support is vital to the success of the project, helping the transfer of training into working practices and safer behaviours.

"Everyone is now talking a common language about communication strategies, personalised care, de-escalation strategies and where it becomes necessary, safer physical intervention". Sherree Fagg, Chief Nurse.

The programme has been rolled out to almost 800 staff on wards experiencing the highest levels of clinical assaults and challenging behavior and BSUH manual handling and dementia trainers have been closely involved to ensure full integration. Pilot courses successfully secured the buy in of key staff and managers.

"The training design was based on a comprehensive Training Needs Analysis informed by a bespoke staff survey and review of incidents. It has been an incredibly thorough and risk/evidence based approach". Simon Whitehorn, Security Operational Manager

Results

There is hard data and strong anecdotal evidence to demonstrate this training has delivered results and has informed the development of good practice guidance. Targeting the highest risk areas has produced results with staff in the fully trained Neuro Unit experiencing a greater than 50% reduction in assaults in a twelve month period - from fifteen to six.

Restraints for a clinical reason are down from 87 to 69 and security teams are now using low arousal non pain compliant methods.

Staff training evaluations, pre and post training consistently rate the training as 'excellent' and comment on its practicality and relevance to their work. The feedback from the initial courses was excellent which spread good news and led to staff asking to get onto the training.

The cross functional commitment of Health and Safety, HR, Clinical Divisions, Safeguarding and Security is essential and has helped to create a positive feedback cycle backed by a drop in assaults and restraints.

This programme is successfully addressing one of the most complex areas of behavioural safety, which can be costly in terms of staff injuries and presents safeguarding concerns. It has delivered improvements in staff safety and made a positive contribution to patient centred care and safety.

If you want to achieve results like this for your staff and service users, contact us

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This initiative has won a National Training Initiative Award



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