



# City and Hackney Violence Reduction Collaborative



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East London NHS Foundation Trust

## Aim

To reduce violence at City and Hackney Centre for Mental Health by 40% by the end of March 2017.

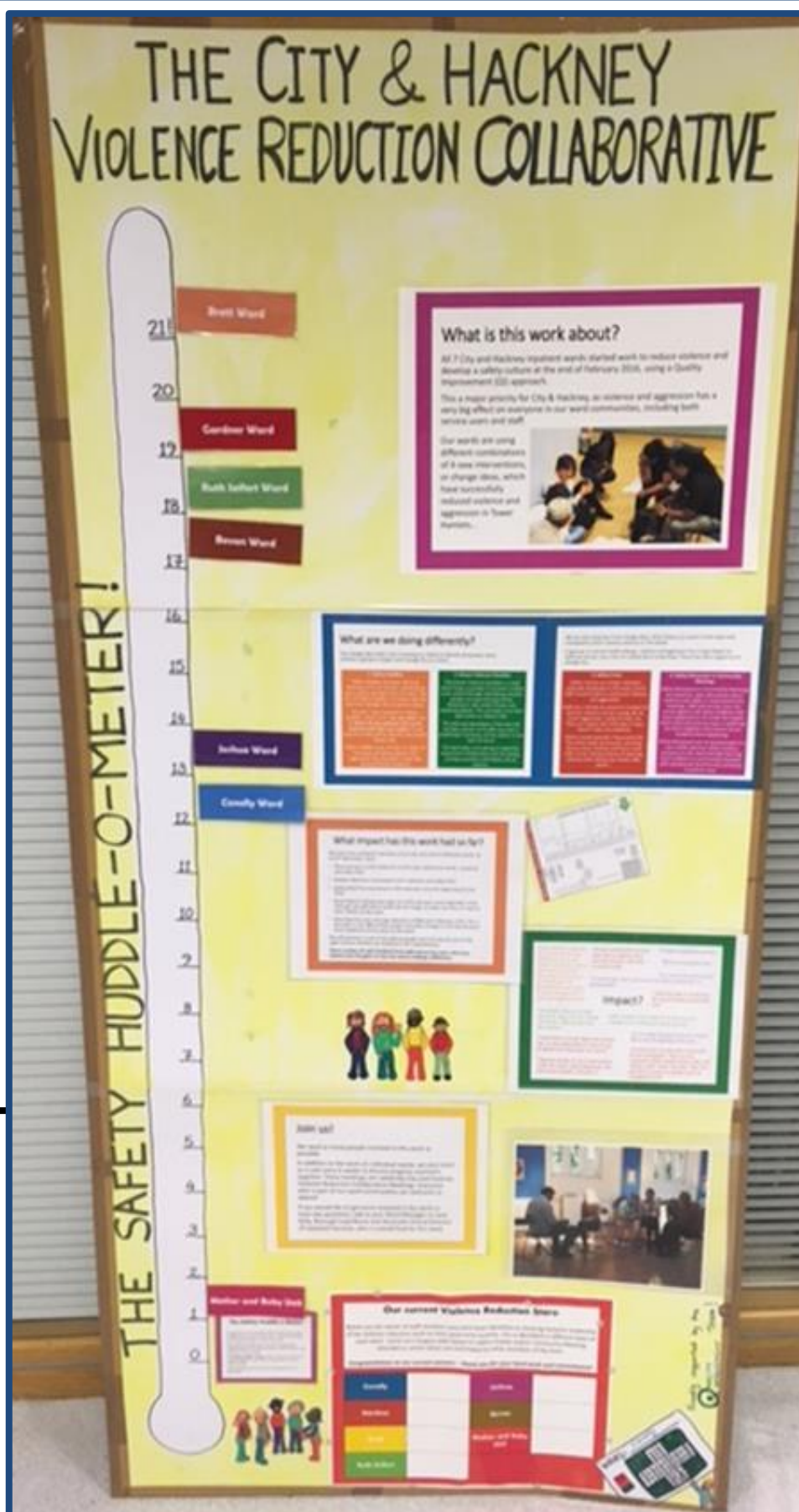
## Why is this important to service users and carers?

Violence and aggression obviously has a profound effect on inpatient settings, compromising our service users' care and staff experience at work.

See below some example feedback from one of our wards on their experience of violence and aggression and the impact this has on their ward. This came from an away day at the beginning of the project and this ward has now seen a 2/3rds reduction in violence.

## XXXXX Ward: Feelings / Experiences / Impact

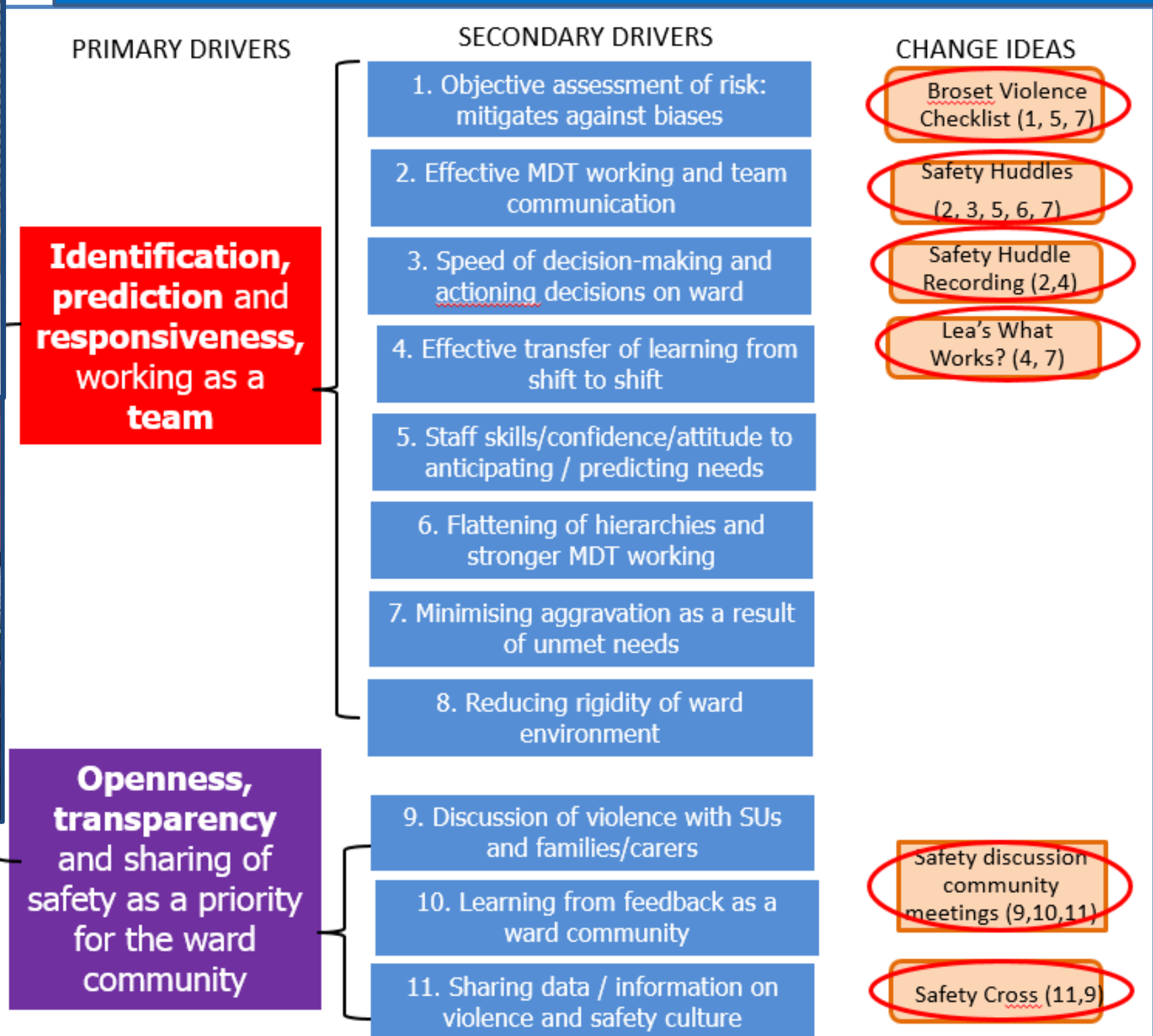
- Scared
- Rejected
- Am I in the right job?
- Anger
- Let down
- Inadequate
- Anxious
- Divided
- Feeling am I the only one feeling this way?
- Feeling alone
- Why me?
- Not feeling supported
- Disappointed
- Gets to a point and you can't be bothered
- Low self-esteem
- Start questioning yourself >> what have I done wrong?
- Feeling like I don't want to come to work
- Feeling low
- Feeling let down
- Sometimes encourages people to kick-off >> normal culture
- Affects staffing levels >> injury, sickness
- Reduced resources (property damage)
- Reduced patient interaction time
- Service users feeling scared
- Wouldn't have faith in the service if I was a service user
- Would add to service users wanting to leave, but they can't
- Not therapeutic... aggravates things further
- Families feeling let down



## Theory of Change

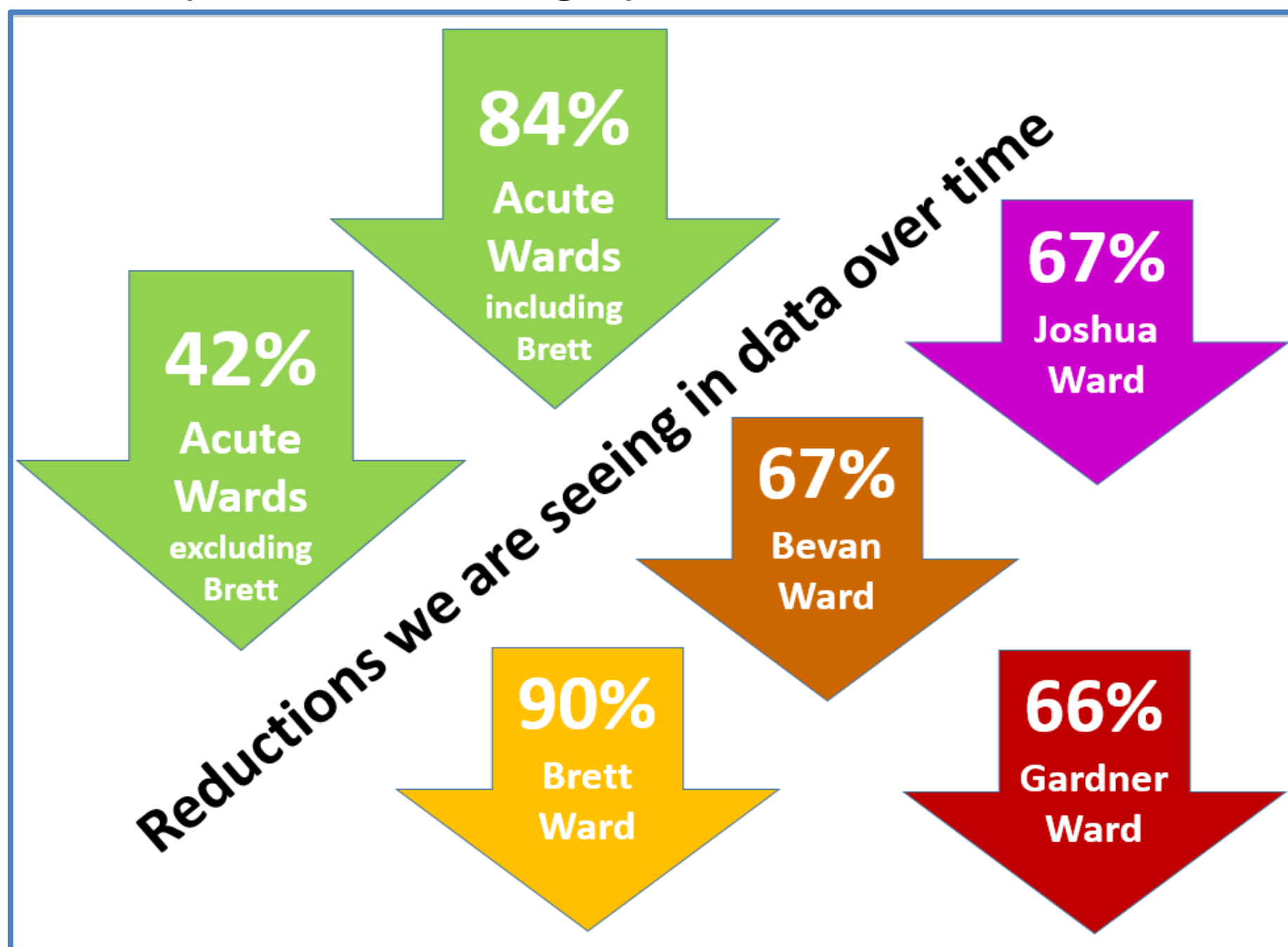
Wards in City and Hackney are using a package of 4 change ideas, from the Tower Hamlets Violence Reduction Collaborative (2012 – 2016). These are Safety Crosses, Safety Huddles, Safety Discussion in Community Meetings and the Broset Violence Checklist, which work on 2 main drivers (see below). C&H have also developed their own strategies for developing leadership of the work across the wards, including a display board in the Centre for Mental Health reception, which includes the City and Hackney Safety-Huddle-o-Meter (see left). This helps to raise awareness across the units and foster friendly competition between the wards to try to get their reliability of huddles up to the target of 21 per week.

## Driver diagram



## Results & Impact

We've seen sustained reductions on 4 wards in Hackney so far and all wards are reporting a positive impact in terms of staff and service user experience (see below and right)



*"If we identify something as an issue we are now thinking what are we doing? I also think now we have more or less the same definitions around dissatisfaction. The threshold has gone down. A verbal disagreement is now also being recorded."*

*"It's also a chance for us to be open that as staff we don't have the answers. We need everyone's help"*

*"It's been a good few months"*

*"We are moving fast now"*

*"It is more calm and relaxed"*

*"4 months ago I was really scared to come to work, but it's getting better"*

**City & Hackney views on impact**

*"I feel more like it's OUR ward. We should all feel comfortable here"*

*"I'm just really pleased that it's permeating out and patients are feeling able to broach the subject"*

*Safety Huddles have helped us to identify and manage issues relating to specific patients*

*"A service users has said she is impressed by the atmosphere. Less complaints about people being in fear and hiding in their rooms. Actually, have had period of month on Gardner with no complaints about safety at all"*

*"I think there is a shift. Before we started this, no one talked about it. Now we are bringing it up, which says 'it is not ok' "*

*"It's no longer feeling it's all we're doing... We're not fire-fighting all the time..."*

## Learning and next steps

This project has been driven forwards by the energy, creativity and leadership at all levels in Hackney, working jointly with service users and supported by the QI Team. See examples of this in these images. We feel deeply committed to working on this issue and this has enabled us to deliver the results and impact we have seen... so far!

League	Player	Points
Champion's League	MARTIN	8
CHAMPIONSHIP	Patricia Claire Steve Carmen	6-7
THE FOOTBALL LEAGUE 1	Sean	5
THE FOOTBALL LEAGUE 2	Harriet Mossere Curtis	4
	Schane Safa Angela	2
	Josiah Fernando Franco Nicolob Maxine	1 Point
On the Bench (Annual Leave)	Julian Taiwo Christia	
	Siva Sumala	

