



**PATIENT SAFETY**  
AWARDS 2020

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**PROJECT SHOWCASE**

# MENTAL HEALTH INITIATIVE OF THE YEAR

WINNER



## LONDON AMBULANCE SERVICE TRUST MENTAL HEALTH JOINT RESPONSE CAR

The Mental Health Joint Response Car (MHJRC) launched in November, offers a specialist response to patients who have been identified as experiencing a mental health crisis. As part of the new scheme, call handlers work alongside a mental health nurse in the control room to decide whether to dispatch the mental health car to 999 calls. The mental health vehicle, operated by a paramedic and a specialist nurse, is expected to contribute towards reducing mental health hospital admissions from 58,000 to 30,000 per year once it is fully rolled out across London.

### JUDGES COMMENTS

*Judges felt this winning initiative demonstrated true logic and a way of overcoming structural barriers to meet the needs of patients and deliver better outcomes. The judges were inspired by the partnership spirit evident through this initiative, demonstrating all the values that the NHS stands for. The outcome measures were highly impressive with zero incidents reported since implementation. A fantastic innovation demonstrating how working at a system wide level can have a truly significant impact on patients enabling them to stay safely within their own homes. This is an excellent model that we can learn from nationwide.*



# MENTAL HEALTH INITIATIVE OF THE YEAR

## HIGHLY COMMENDED



### Cumbria, Northumberland, Tyne and Wear FT SleepWell Project

The 'SleepWell' project aligns with the safety quality priority in CNTW and aims to improve sleep management on inpatient psychiatric wards in order to provide better and safer care for all patients, to reduce the use of restrictive practices and create a safe and nurturing environment.

Our goal was to improve sleep management on inpatient wards and embed service improvements into routine practice. This involved the introduction of Protected Sleep Time in which patients are no longer routinely checked hourly between midnight and 6am in a change to trust policy, routine screening for sleep disorders, and, on some wards, to offer Cognitive Behavioural Therapy for Insomnia. The ultimate goal of the SleepWell Pilot Project is to facilitate a trust-wide change to policy and embed good sleep management practices across all CNTW inpatient wards.

## JUDGES COMMENTS

*The judges felt that this was an excellent initiative that is patient focused and has made such a difference to the ward environment and to the recovery of patients. It is a great example of how small-scale logical changes can really enhance the experience of patients and aid their mental health. The level of co-production is to be commended involving patients, multi professional teams including corporate support teams as well as clinicians, students and experienced subject matter experts to develop small tests of change resulting in positive outcomes.*

## FINALISTS



### Avon and Wiltshire Mental Health Partnership Trust Reducing Restrictive Practice on a Medium Secure Unit

Bradley Brook is an 8 bedded male Psychiatric Intensive Care Unit Ward within a Medium Secure Hospital.

They appointed a senior nurse to lead a Quality Improvement project to address the cultural and clinical care issues on the ward, which also aligned to discussions about a national improvement programme seeking to address the same issue that is widespread across the country. The aim of the Reducing Restrictive Practice project was to reduce restrictive practice (measured by number of restraints, seclusions and rapid tranquilisations) by 33% by March 2020



### Bradford District Care FT Creating and Embedding a Systematic Approach to Side Effect Monitoring of Patients Prescribed Clozapine

The care of people on clozapine (atypical antipsychotic) has always been a priority for the trust. The 'Clozapine Monitoring Review Tool (CMRT)' was created in order to address all aspects of clozapine care and monitoring and to have this as a standard template on the electronic patient record. It also helped develop a treatment pathway with the local Cardiology department on how to manage patients on clozapine with suspected myocarditis and tachycardia. The trust also set up a clozapine clinic with the Airedale area to ensure patients are being monitored in line with those who attend the Bradford Clozapine Clinic.



# MENTAL HEALTH INITIATIVE OF THE YEAR

## FINALISTS



### **Kingston GP Chambers** **Kingston Dementia Support Service**

The aim of the Kingston Dementia Support Service is to provide a holistic service which offers clinical, emotional, psychological and social support for

patients with an established diagnosis of Dementia. Their philosophy is 'Better Carers, Better Patients', supporting carers reduces the likelihood of carer burn out or developing mental health issues themselves. The twice weekly clinic gives extended appointments with the GPwSI who works in tandem with an Alzheimer's Support Worker. This ensures that not only are the clinical issues arising from the consultation managed appropriately but the ASW can assist in referring and signposting both patients and carers to alternative services.



### **NHS Lothian** **'Feeling Safe': Implementing a Multi-Disciplinary Trauma-Informed Model of Care to Reduce Risk in an Intensive Psychiatric Care Unit**

Ward 1 (IPCU) is an Intensive Psychiatric Care Unit in St. John's Hospital in NHS Lothian. Their initiative aimed to reduce emotional distress and associated violence and aggression through the use of multi-disciplinary trauma-informed model of care.

The trauma-informed model of care implemented includes weekly MDT formulation meetings, monthly reflective practice groups and a focus on psychosocial distress tolerance techniques as an alternative to medication. During the team formulation meeting, the multi-disciplinary team meet to develop a shared understanding of the individuals difficulties, recognising the role of previous trauma, identifying triggers for violence and aggression or re-traumatisation and planning interventions with the aim of reducing the risk of re-traumatisation as far as possible.



### **Northamptonshire Healthcare FT** **Improving quality and patient safety outcomes in a female psychiatric inpatient setting**

In 2019 a new mental health quality initiative/strategy was implemented at

Sandpiper, a 16-bedded open female general adult psychiatric inpatient unit that serves the north of the county of Northamptonshire. This was based on a whole-systems multimodal approach and incorporated a combination of elements from various evidence-based approaches. Main targets for safe quality care improvement included a reduction in self-harm incidents, a reduction in the need for restrictive practice, and better utilization of available resources including more time-limited goal-focused admissions (i.e. reduced length of stay).



### **South London and Maudsley FT** **Crisis Plus**

Within Lewisham, as has proved typical across all SLaM boroughs, a small number of service users were found to make disproportionately high use of crisis services including repeated inpatient admissions and frequent attendance at liaison psychiatry.

Crisis Plus developed, with all teams, service-users and carers, a single, recovery-focussed care plan called an Anticipatory Management Plan (AMP). The AMP supported the service-user towards independence by ensuring care and risk management information are proactively shared in a way that allowed clinicians to intervene in line with a service user's wider care plan, not just react to their current acute crisis.

A key outcomes was to reduce crisis and acute service use for this cohort of service users. Other aims of the project were to increase clinician confidence in discussing and managing crisis and risk behaviours with service-users in ways which were consistently applied across teams and agencies. Finally to improve the confidence and safety of service users.



### **West London Trust** **Safety Huddles in Mental Health Wards: Taking a QI Approach**

West London NHS Trust in partnership with Imperial College Healthcare Partners took a quality improvement

approach to testing and evaluating the use of safety huddles in different types of mental health inpatient wards. The QI project was designed to test safety huddles impact on reducing patient/staff harms; and improve communication, teamwork and sustainability. Whilst also designed to increase belief in QI application for cross service line improvement.





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