WHY SAFEWARDS
WE TAKE STAFF ON A TRIP OF THE IMAGINATION

We ask them to imagine the first few days of THEIR admission to a mental health ward.
YOU GET TO THE WARD AND HAVE TO WAIT. WHILE YOU ARE WAITING, YOU SEE THIS TREE.

WITH LITTLE MESSAGES FROM EX-PATIENTS

DON'T WORRY
KEEP YOUR HEAD UP! TAKE THE HELP AVAILABLE ON THIS LOVELY WARD!

Staff very helpful on good days & bad.
Chicken curry was lovely😊 Marie Sheehan

The support here to our family has been absolutely amazing, we are so grateful 😍!
ON THE TABLE YOU NOTICE A FOLDER

YOU OPEN IT AND FIND THESE...
Know Each Other

Geoff Bre

Job title: Staff Nurse

Years working in mental health

Likes: Charlton Athletic, Lone Whisky.

Dislikes: Suits!!! (Wearing them inside as well - it's the suit

Hobbies/interests: Reading, writing

Previous Jobs: Hospital porter, electro-chemistry Company - in

Favourite TV programme: Ripper

Favourite Film: Blade Runner (I

Favourite Book: The Demolished Michaels)

Favourite Music: Punk

Favourite quote: “To thine own

Top life tip: Speak your mind.

Anything else???
I was a proud member of the Dai
(“shush Penfold” - “sorry DM”)

Know Each Other

LEN BUR

Job title: Ward Manager

Years working in mental health

Likes: Ice cream, good wine, exploring summertime, countryside, beautiful

Dislikes: Cold rainy days, ugly b

Hobbies/interests: Walking in the

Previous Jobs: Selling HiFi's and
sweeper in Westminster, Fruit pick
electrician's assistant, amongst o

Favourite TV programme: Only

Favourite Film: Apocalypse Now

Know Each Other

JARROD

Likes: Football, Gym, movies

Dislikes: Bad food

Hobbies/interests: Playing football, going to the gym

Favourite TV Programme: Sons of anarchy

Favourite Film: All of the fast and furious movies

Favourite Music: All music

Favourite quote: Winnings never quit, quitters never win

AFL
You are taken into the lounge for a cup of tea.

- There are people sitting in a group.
- The nurse tells you it’s the Mutual Help Meeting – sometimes held in the morning.
- You don’t want to join, but look at the poster and the clipping about it on the wall.
Going to the Mutual Help Meeting: The Fellowship of the Ward

THANKS NEWS SUGGESTIONS OFFERS
Service users and staff are benefiting from Safewards

"I'd like to thank this lady for ironing my trousers" said one grateful service user to another.

I'm sat in the bright and airy communal area in one of our psychiatric wards, listening to a lively and engaging chat between service users and staff. I'm struck by the general feeling of camaraderie on the ward. Other topics of conversation include the eagerly anticipated table tennis tournament, the return of dirty cups to the kitchen and ideas for improving the shared garden.
There is a sound of banging and shouting. The nurse tells you that a man named Jack is trying to manage his distress and occasionally has to shout to let out his frustration.

“We are all used to Jack, but know it must be frightening for anyone new. He really is a nice guy, although hearing him shout, that’s probably hard to believe. We really get how difficult it is being here. We’ll try and check in with you if there is anything making you uncomfortable, but feel free to approach us.”
THE NURSE NOTICES YOU LOOKING AT A SIGN A SIGN ON THE WALL...

“Be flexible. It isn’t always necessary for an individual to do exactly what you tell them to do."

“That’s little bits of advice about how best to talk to each other. We have loads of others and you will see different ones while you are here. We find them useful reminders for us.”
THE NURSE TAKES YOU TO THE LOUNGE AND A HUGE POSTER OVER THE TELEVISION.

I know it’s a lot to take in today, but when you have time, do have a look at these. It’s what we expect of each other. Staff and other patients have signed up to it, and we do try and keep to it. See what you think.

I must go now- the Ward Manager’s a bloody slave driver! I’m around if you need me.
Mutual Expectations

We are all humans, doing the best we can.

1. We will always show respect to one another.
2. We will be accepting and celebrate each other’s differences.
3. We will all speak to each other in a calm, non-aggressive way. Offensive remarks are unacceptable.
4. All ideas are welcome and open to dialogue.
5. Help one another; No one is “too big” for any task at hand. Everybody can help keep the unit tidy!
6. Clients will have input and copies of their care plan, and can discuss it anytime! This includes discussing experiences, goals, medication, side effects, or anything else!
7. We will always listen to each other.
8. We will respect each other’s space; including at nursing station window, doorways, and each other’s rooms. Everyone has the right to privacy. Offer to support each other but if someone wants space, that’s okay too!
9. Let’s all be mindful of volume; be aware that noise may disturb others.
10. Staff will keep clients informed of daily events, activities and opportunities on the unit. Staff is there to support every client.
LET’S STOP OUR TRIP OF THE IMAGINATION.

- You have “imagined” a possible patient experience of 6 of the 10 Safewards interventions. They were:
  - Discharge messages
  - Know Each Other
  - Mutual Help Meeting
  - Reassurance
  - Soft words
  - Clear Mutual Expectations
  - Talk Down Tips
  - Comfort box
  - Positive Words
  - Bad News Mitigation

These are being introduced to wards in Tasmania now!
WHY SAFEWARDS?
BECAUSE ITS...

• A MODEL … that explains how conflict and containment are generated in younger adult inpatient units.

• A SUCCESSFUL TRIAL … of 10 interventions from the model that were proven to significantly reduce both conflict and containment on wards.

• A WARD BASED PROGRAMME… of instruction to wards about how to introduce the interventions from web based resources.

• And since it’s launch in 2013, Safewards has been successfully implemented in the UK, Europe, Australia, Canada – and Tasmania.
CHALLENGES IN THE SAFEWARDS MODEL.

- Staff modifiers
- Patient modifiers
- Originating domains
- Flashpoints
- Conflict
- Containment

If you ease up, then I'll ease up.
In a report by the UK Care Quality Commission in the UK in 2017:

“Our inspectors have seen some **good initiatives to embrace a culture of safety**. For example, in one NHS trust, wards had embedded a ‘Safewards’ approach. The seclusion room was rarely used as staff had improved how they talked and listened to patients to minimise incidents. When an incident did occur, they used reflective practice to understand the reason for the challenging behaviour and to consider how they could have handled it better. The inspector reported a much calmer and happier ward and that staff felt safer. **The success was due to genuine staff engagement and buy-in to the idea of using the Safewards techniques all the time – not because someone had told staff to do it, but because they believed in it.** Staff felt supported by the trust by making resources available and for training to happen.”
Resources for Safewards implementation

Fewer assaults, fewer injuries

THINK
Understand the Safewards Model and the evidence behind it......

PLAN
Formulate your implementation and evaluation plans. Get commitment from your staff, wards and...

DO
Turn your plan into action on the wards, let your staff and patients reap the benefits!
Safewards helps open up a conversation with our patients that is long overdue.

Some of the things services have done to make things “safe” have made things worse – for everyone.

We are all in this together – patients and staff (and carers).

It seems clear that we still have a lot to discuss and learn and teach each other – and that this should go on for ever!

And now, a poem inspired by Safewards from one of our UK Expert by Experience Champions.
In a Blink of an Eye

In a Blink of an Eye or a sigh, or a breath you can change from the past, to a smile for today.

In a Blink on an Eye the words that we speak, will be soft and keep us safe. Safe from the past that has caused so much hurt. In the Blink of an Eye or a sigh.

You are the future, the change from the past, to today, to be different. No Control, No Restraint, in the blink of an eye not a sigh.

No more pain, just be kind, take the time, make it different from the past, make the change last, in the blink of an eye or a sigh.

Iris Benson MBE
A SPECIAL THANK YOU TO THE FABULOUS **ADRIAN BOL** WHO IS RECOGNISED AS A SAFEWARDS LEADER AND WHO HAS CONTRIBUTED TO WORLDWIDE LEARNING ABOUT SAFEWARDS