

## Dignity and Self Harm Action Plan

December 2018

Jointly completed action plan by;



- ❖ Buckinghamshire Healthcare NHS Trust (BHT)
- ❖ Buckinghamshire Clinical Commissioning Group (CCG)
- ❖ Oxford Health NHS Foundation Trust (OHFT)


Recommendations	Lead Organisation	Action	Oxford Health support of Action	Timescale	Lead	Evidence of completion
Make sure that private areas are available to discuss sensitive matters. These need to be clearly signposted.	Buckinghamshire Healthcare NHS Trust, Oxford Health NHS Foundation Trust (PIRLs) and the Buckinghamshire Urgent Care Alliance (Urgent Treatment Centre)	<p>Plans for work to be undertaken have been arranged for next financial year and completion by winter 2019</p> <p>Plans for separate mental health room in refurbishment of A&amp;E</p> <p>Until the area is refurbished we have an interim arrangement whereby we will always identify a quiet , private place to see patients</p>	<p>This issue is well understood and has been raised with CCG. Issue is live on the risk register for both CCG and OHFT. There is a relative's room that is currently available for use however we accept this is less than optimal.</p> <p>BHT planned refurbishment of A&amp;E commencing April 2019 will</p>	April 2019 – October 2019	Estates BHT	Separate room made available

Recommendations	Lead Organisation	Action	Oxford Health support of Action	Timescale	Lead	Evidence of completion
		who have self-harmed	address issue			
Make sure that their clinical staff are given guidance in providing caring treatment and warned of the risk of appearing judgmental.	Buckinghamshire Healthcare NHS Trust		Training is offered by Oxford Health to all Emergency Department staff at BHT on a regular basis; this is to help raise the awareness of the condition and provide information for staff about how best to support people that present with a mental health need. In addition, sharing of guidance has been undertaken. "Brief Encounters" and 'Pop up' stands have been made available for information sharing.	Ongoing 2 monthly provision is regularly offered additional when required.	OHFT PIRLs team to Link with BHT Emergency Department Service Manger	Take up of training recorded on A&E training database
Ensure that all people who have self-harmed are identified and are consistently offered a safe and supportive place to wait, and the choice of someone	Buckinghamshire Healthcare NHS Trust	Patients who have self – harmed are identified through the triage process  Each case is risk assessed on an individual basis to establish observation		Ongoing  By May 2019	BHT	Recorded on patients record on Medway, in medical clerking and nurses assessment  Minutes of Partnership in Practice meeting

Recommendations	Lead Organisation	Action	Oxford Health support of Action	Timescale	Lead	Evidence of completion
to wait with them.		<p>needs</p> <p>Staff have to balance patient's need for safety with the need to respect privacy and dignity</p> <p>Staff encourage family /friends to stay with the patient with the patient's consent</p> <p>BHT is part of the Buckinghamshire Partnership in Practice group (Terms of Reference attached) and will raise this issue for discussion at that multi-disciplinary forum.</p>				
Make sure that all patients are given the choice of treatment by a male or female member of staff. If this choice is not offered, the patient should be given an explanation as to why. This explanation should be recorded in	Buckinghamshire Healthcare NHS Trust	<p>Patients are made aware that they can ask for a chaperone through posters and the chaperone policy which is on the BHT website</p> <p>We make all efforts to ensure the patient is able to choose the gender of the staff member treating them, however due to staffing</p>		Ongoing	BHT	Posters about chaperone policy displayed clearly and policy available on BHT website

Recommendations	Lead Organisation	Action	Oxford Health support of Action	Timescale	Lead	Evidence of completion
notes.		constraints we cannot guarantee that we can accommodate all such requests.				
Review their current processes for ensuring that patients give consent to treatment and are informed about confidentiality. The process should ensure that this does happen and that patients are aware it has happened.	Buckinghamshire Healthcare NHS Trust	<p>We have a robust consent policy (attached)</p> <p>The plan for treatment is discussed in detail with the patient before any action is taken</p> <p>BHT has a working group looking into issues relating to consent and we will raise this issue at that meeting.</p> <p>We will recirculate the consent policy to staff to refresh their knowledge</p>	OHFT PIRLS go through confidentiality and consent within the assessment and information is communicated and leaflets provided to all patients seen.	<p>Ongoing</p> <p>By May 2019</p>	BHT	<p>Assessment documentation is audited to ensure PIRLS compliance.</p> <p>BHT consent policy</p> <p>Minutes of consent working group</p>
Look at whether these recommendations apply to anyone who is in mental distress and implement them accordingly.	Buckinghamshire Healthcare NHS Trust	We believe these recommendations apply to all patients with mental health issues and will ensure the learning from this work informs all of our work with patients who are in mental distress		Collate learning from this piece of work for discussion at A&E Governance meeting to inform treatment of all patients in mental distress who present in A&E	BHT	Minutes of meeting with actions

Recommendations	Lead Organisation	Action	Oxford Health support of Action	Timescale	Lead	Evidence of completion
Ensure that PIRLS works with service users to help them understand what it is there to do for them. This should consider the views of those who self-harm on a regular basis.	Oxford Health NHS Foundation Trust		All patients receive information about the PIRLS service and what it will provide. People that attend the Emergency Department regularly for their mental health needs work with professionals to create individual safety plans. Following intervention from PIRLS the patient will be encouraged to engage in a collaborative care plan approach (CPA) through the AMHT that details the relevant approach that individual requires.	Underway	OHFT PIRLS Team	Audit of risk assessments.
Review their out of hours service provision including where people can go in a crisis by phone, online and in person – and their communications to	Oxford Health NHS Foundation Trust		Review of the mental health urgent care pathway has been completed - this included engagement with people that have lived experience.	Review completed  Operational change project underway	OHFT Urgent Care Service manager	Service established and operational.

Recommendations	Lead Organisation	Action	Oxford Health support of Action	Timescale	Lead	Evidence of completion
help those in need to understand these options.			Operational change project work is now underway to realign the existing service provision to better meet the needs of the population, with a particular emphasis on the support provided out of hours. This will also include services provided by partner organisations in order to ensure a range of appropriate and timely responses are made. A Safe Haven Pilot (an alternative non-clinical crisis care service) is underway and we are seeking to expand the service both in time commitment and geography. (2 <sup>nd</sup> base to commence in High Wycombe)			
Confirm that they are providing service users with as much information as	Oxford Health NHS Foundation Trust		Leaflet provided by Emergency Department staff that describes the PIRL service and	Put in place August 18	OHFT PIRLs Team	Review of how many leaflets have been given out taken and how many replenished.

Recommendations	Lead Organisation	Action	Oxford Health support of Action	Timescale	Lead	Evidence of completion
possible about target and actual waiting times.			waiting times. Leaflet is also available in waiting rooms			
Ensure that GPs have sufficient training to deal with cases of self-harm.	Buckinghamshire Clinical Commissioning Group	The CCG will continue to arrange and promote training opportunities to GPs and practice staff where suit able (eg <i>Psychological Perspectives in Education and Primary Care</i> , suicide prevention, Mental health study days, etc)	Suicide prevention lead for OHFT has provided training to GPs. As an organisation we are open to delivering further training sessions should that be desired or required.	Ongoing – offered recurrently	CCG	Audit of the self-harm training resources made available to Primary care over the previous year
Ensure GPs are familiar with the relevant guidelines, especially those about supporting people who self-harm on a regular basis.	Buckinghamshire Clinical Commissioning Group	The CCG will circulate details of relevant guidelines to all practices and make them digitally to GPs and practice staff. The importance of familiarisation with these guidelines can also be promoted to practices, for example via locality teams, CCG bulletins and training events.		March 2019	CCG	Relevant guidelines will be circulated to primary care and will also be digitally available via primary care clinical systems