

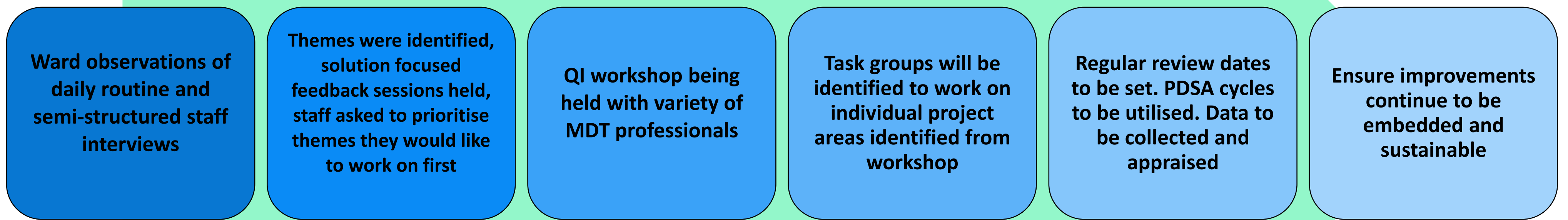
Our Aim

We aim to provide a therapeutic environment that reduces the incidents of violence and aggression.

Including:

- Improve physical, emotional and mental wellbeing for everyone
- Improve the feelings of safety
- Reduction of number and/or severity of those incidents

Project Design/Strategy for Change

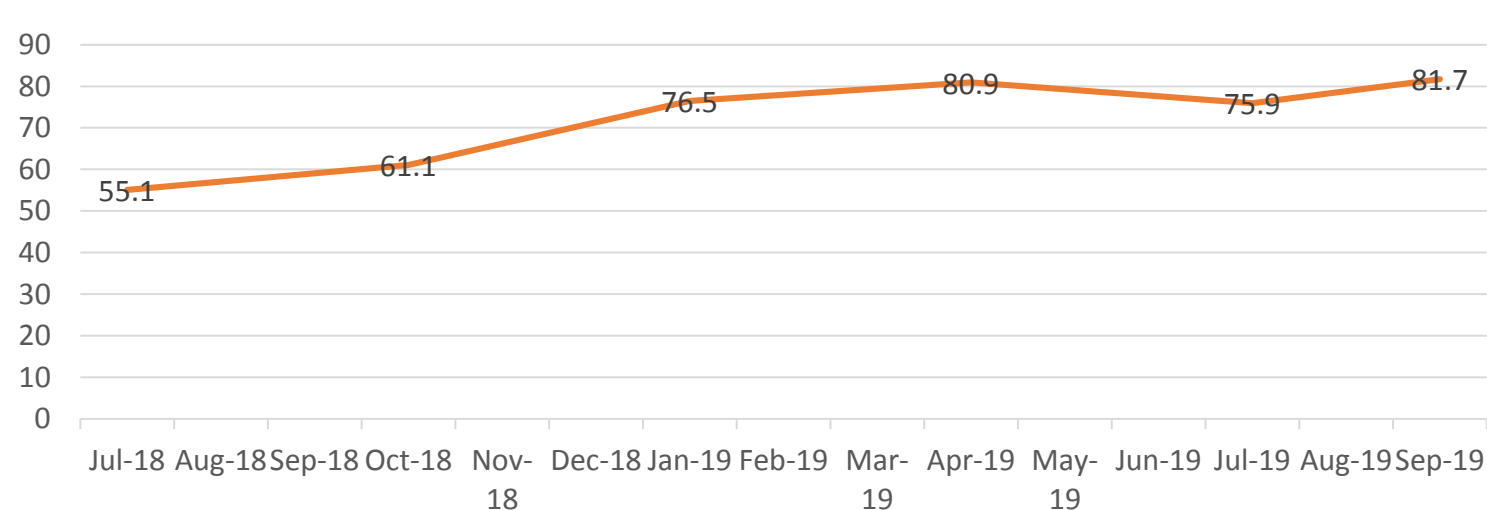


Explanation of changes made to achieve aim

Improved Engagement for Young People	Safety	Staff Wellbeing	Management and Leadership	Recognition and Communication
<ul style="list-style-type: none"> • ‘Hospital Rooms’ art charity project working with Bluebird House young people to compose extraordinary artworks and improve environment • Pets as therapy – we now have 2 unit Guinea Pigs! • Introduction of more ward based activities in a weekly schedule • Changes to education timetable in line with service user consultation 	<ul style="list-style-type: none"> • Embedded principles from National QI project • Estates works have taken place to improve environment • Bluebird/CAMHS specific recruitment events to increase staffing establishment happening regularly • Dedicated CAMHS recruitment team 	<ul style="list-style-type: none"> • Reviewed reflective practice and clinical supervision • Monthly drop in sessions hosted by the Critical Incident Stress Management Team • Clearer defined progression for staff at all levels including introduction of Nurse Associate roles 	<ul style="list-style-type: none"> • More visible management – increased time on the ward • Monthly management drop in sessions for all staff • Structuring QI workshop differently than the 5 day 9-5 to fit with flexible working within the unit to encourage attendance and engagement with staff 	<ul style="list-style-type: none"> • Introduction of staff ‘Gratitude Board’ • Monthly management drop in sessions with senior nursing team • Staff meeting agenda has been reviewed

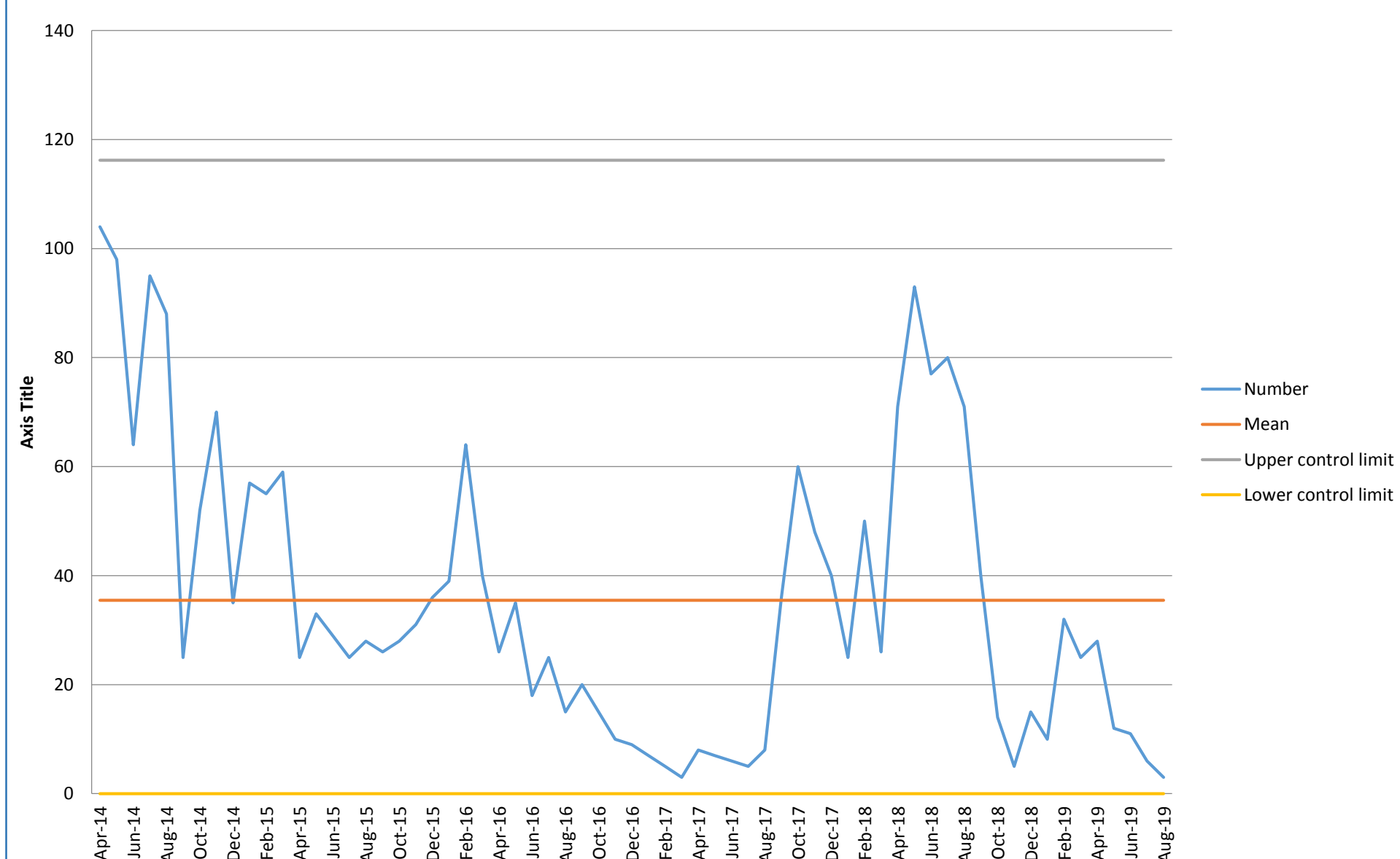
Graphic Representation of Some of the Improvement’s So Far:

Attendance at Education



Our young people’s attendance at education has increased from 55.1% to 81.7% due to combined effort of the ward and education teams and changes to the education timetable which were informed by the Service Users. The session lengths are now 45 minutes rather than an hour and the young people have shorter more frequent breaks. There is also a points based system for engagement in education and at the end of term points equal prizes!

Restraint Data



Bluebird House restraint data since April 14 – as you can see the numbers of prone restraints have fallen greatly since April 2018. This is attributed to an accumulation of all of the above changes we have made here on the unit.

Bluebird House is a Medium Secure CAMHS unit which cares for some of the most vulnerable and challenging young people in the country and therefore these figures are likely to fluctuate somewhat based on client groups and admission dates etc.

MDT Involved in QI process:

Karen Dixon – Service Manager, Nicki Brown -Associate Director Specialised Services, Tracey Bogalski – Modern Matron, Daniel Batchelor – Ward Manager, Stuart Tizzard – Ward Manager, Liz Read – Ward Manager, Simon Hill – Consultant Psychiatrist
Stewart Ward Nursing Team, Positive Care and Safety Team, Psychology Team, Occupational Therapy Team, Education Department, Family Therapy Team, Medics, Admin Team, Advocate – Solent Mind **and of course our wonderful Young People.**

A Message From Bluebird House

As you can see we are still in the early stages of our project due to encountering some challenges along the way such as: changes in lead roles and staff, high acuity levels and the long day model resulting in issues releasing staff from the ward to engage fully. We have worked with our staff to think outside the box about how we can find innovative/new ways to manage this and therefore the design process has had to be flexible – however it seems that it is now working!

As a service we are excited about our next steps and can’t wait to see what will come out of the QI workshop and continue to work on how changes can be embedded, sustained and become part of our organisational memory and identity.