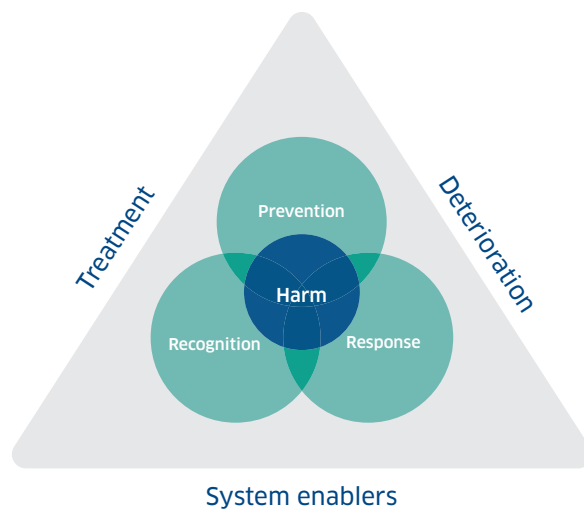


# From Observation to Intervention

Putting the focus on the patient, rather than their observation status, using a framework of proactive, responsive, personalised care and treatment which puts the patient firmly at its centre.

In mental health inpatient settings, a range of social and relational factors can contribute to deterioration and must be taken into account to develop an effective response.



## Treatment

- therapeutic interventions or activity, such as psychotherapeutic and interpersonal interventions
- physical activity and exercise
- engagement and follow-up with service users about effects of medicines
- safe prescribing and administration of as required and high-risk medicines
- consideration of impact of physical health issues

## System enablers

- SBAR, safety briefings, safety huddles, team briefings, debriefing, flexibility in ward rules with focus on personalisation
- risk assessment linked to goal setting; daily goal setting
- carer engagement and involvement; peer workers
- education and training and agreed competencies, such as distress tolerance, mindfulness and other psychotherapeutic and interpersonal interventions, trauma-informed care – and embedding developed skills in practice
- evidence – and values-based practice
- effective multidisciplinary team working
- sharing learning from adverse events, and from patients' and families' experiences; tools/approaches to support review and upscaling of support
- safety walkrounds; clinical supervision
- ward procedures and routines that build in time for patient-staff contact

## Deterioration

- environment – design, sense of space or confinement
- therapeutic milieu – quality of engagement, rapport, therapeutic intervention, empowerment, collaboration
- quality of assessment – indirect or direct
- ethics and human rights
- personal, social and interpersonal factors
- communication and consistency of staff and patient understanding of care planning and intervention
- care and support at critical points – early admission and preparation for discharge