

Date: 19/02/2018

FREEDOM OF INFORMATION REQUEST FOI/013869 - Specialling/1 to 1 care

Specialling/1-1/Bed watch

I am seeking the feedback from suitably qualified NHS professionals regarding the above service.

I would very much appreciate you taking a few minutes to complete this questionnaire.

Provision

1. Provide or attach location of policy regarding one to one/specialling/bedwatch/Enhanced Care services at your Trust.? - See attached

2. Does the current system fulfil the requirements of the policy? - Yes

3. Do you currently outsource any 1-1 care for patients displaying challenging behaviours or have to rely on backfilling or security? - We use bank staff when necessary to fulfil this role. If patients are considered extremely high risk security personnel may be present but will always have a member of the nursing team with them

4. If out-sourced which department or individuals would be responsible for deciding to call additional staff onto site? - The matron group receive a daily summary of the numbers of patients requiring additional observations based on the information collated by the Mental health team from the wards. Matrons will then request additional staffing via staff bank

5. How often does the Trust require assistance with patients displaying challenging behaviours?  
- Challenging behaviour takes various forms and so is difficult to measure

6. What is the current average monthly spend on these services (last 3 months)? - there is no financial code for challenging behaviour so there is no way of attributing a cost

7. What specific training do staff providing these services receive? - Mental Health Awareness is mandatory for all clinical staff. The Trust have a team of Patient Wellbeing Workers whose role is to provide additional support , these staff have received competency based training to fulfil this role

8. Who is the Trust Lead for these services, please provide contact details. - Mandy Aworinde. Clinical Lead Mental Health. - [amanda.aworinde@nhs.net](mailto:amanda.aworinde@nhs.net)