POSITIVE AND SAFE APPROACH
NORTHUMBERLAND, TYNE AND WEAR FOUNDATION TRUST

Overview
It had been identified that Northumberland, Tyne and Wear Foundation Trust (NTW) had an extremely high restraints rate. Since the implementation of a Positive and Safe (P&S) strategy NTW have seen a dramatic reduction in violence towards staff and the amount of restraints used on patients.

Key benefits and outcomes
Since 2013 when the P&S strategy has been implemented, NTW has seen a very positive impact and is proving successful. In 2019 the trust saw an:

- 18 per cent reduction in assaults on staff
- 23 per cent reduction in restraint
- 38 per cent reduction prone restraint
- 20 per cent reduction in use of mechanical restraint equipment.

What the organisation faced
In 2013 the charity Mind asked all NHS trusts to report on figures of restraints used within their organisation. The findings showed that NTW had the highest level of use of restraints. The trust, therefore, committed to improve this by developing a P&S strategy.
What the organisation did

In response to the findings the deputy director of positive and safe developed a strategy which focuses on training and educating staff on how to avoid the unnecessary use of restraints on patients to reduce violent assaults towards staff. The P&S strategy includes information on:

- Developing staff, training and education.
- Clinical support and supervision.
- Post-incident support and review.
- Recruitment and retention.
- Therapeutic environments.
- Criminal justice and police liaison.
- Organisational boundaries and clear documentation.
- Joint policy development.
- Interagency working and information sharing.
- Multi-disciplinary team working and collaborative risk management.
- Robust organisational reporting and monitoring arrangements.
- Service user and carer involvement.
- Underpinned by Talk 1st
- Post incident debrief policy.

Along with the strategy a comprehensive clinical dashboard was developed to look at data trends such as spikes in activities of violence, which staff have access to.

The team also developed an open and transparent communications strategy that included creating a vibrant conversations on social media and leading the discussion on P&S strategy’s across the health and care sector.

The P&S team speak to teams across the organisation regularly, conduct annual reviews with teams and update the trust board regularly with P&S reports.

Results and benefits

As a result of the P&S strategy NTW has seen a positive impact including a reduction in assaults on staff. This reduction is bucking the national trend. The P&S strategy is often used as an example to identify best practice regarding tackling violence and aggression against staff.

Takeaway Tips

1. Make direct interventions with patients - such as sensory calming rooms and actually discussing with patients how they would like news to be told to them.

2. It’s very important to get executive buy in because it helps to implement a cultural change.
3. Keep track of your data to as it helps to show the impact you have made.

Further information

For further information on the Positive and Safe Strategy please contact Ron Weddle, Deputy Director of Positive & Safe at Northumberland, Tyne and Wear (NTW) Foundation Trust at ron.weddell@cntw.nhs.uk.