

Positive & Safe News Letter

July 2023

Cheswold Park

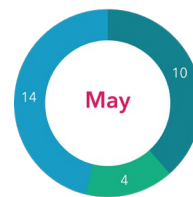


Recognising & Responding to distress *The World Health Organisation*

The World Health Organisation have developed a course guide which helps participants learn about key strategies and approaches which have been shown to be effective in bringing about an end to abusive practices within services.

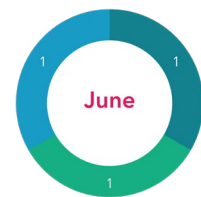
This can be found here:

Restraints



● 2021
● 2022
● 2023

Restraints

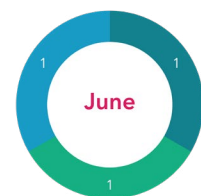


● 2021
● 2022
● 2023



Seclusion

● 2021
● 2022
● 2023



Seclusion

● 2021
● 2022
● 2023

A key aspect of this is Recognising and Responding to distress:

Sensitivities are situations or stimuli which can lead to a range of emotions depending on the person, including distress, frustration or anger. Identifying sensitivities and signs of distress should not be undertaken only in relation to people using the services. It should also be undertaken by staff, families and others to avoid the development of a conflict. Staff in mental health or social services may also benefit from additional training on how to manage their own stress levels or anger and on remaining calm in difficult situations

It is important to try and identify a person's sensitivities and signs of distress, anger or frustration as soon as possible in order to prevent an escalation of the situation into a conflict. This needs to be done in a holistic and respectful way. It is important not to consider sensitivities and signs of distress or anger as stimuli or behaviours that should simply be eliminated or suppressed. They may have a deeper meaning and explanation for people which it is important to try to understand.

In addition, sensitivities and signs of distress or anger are not necessarily the result of a specific situation but may be tied to deeper issues in the person's life situation. It may then be necessary to support the person to address these issues relating to the broader context.

Multiple sensitivities being activated within a short space of time can cause a person to experience great distress, and many people's sensitivities being activated with high levels of distress can lead to a tense and conflictual situation

For example, some sensitivities might be:

- Not feeling listened to
- People speaking disrespectfully to me
- Other people using my things without permission
- Loud noises, being touched
- Not having a choice, control or input

Signs of distress are physical or outward signs that someone may be experiencing distress. Physical signs of distress call for a sensitive and supportive response, with the aim of identifying and removing the cause of distress, providing comfort or otherwise assisting the person.

Some common examples include:

- Restlessness
- Agitation
- Pacing
- Shortness of breath or rapid breathing
- Tightness in the chest
- Sweating
- Clenched teeth
- Crying
- Wringing hands
- Rocking
- Withdrawal, fear, irritation
- Prolonged eye contact
- Increased volume of speech
- Aggression
- Threatening harm

When sensitivities and signs of distress have been identified, key strategies exist to respond to the situation and to avoid and defuse conflictual situations.

These include:

- 1 Communication techniques
- 2 Supportive environments and comfort rooms
- 3 Creating a saying 'yes' and 'can do' culture
- 4 Individualised plans to explore sensitivities and signs of distress
- 5 Response teams

PMVA Drop in Dates for August & September

Please feel free to come and see the PMVA team on the dates below, you can help us identify good practice, raise any concerns or just revisit any techniques you need a refresher on.

In the professional development office.

August 10am

7th

14th

21st

28th

September 2pm

6th

13th

20th

27th



Information and Resource

If you require a reminder about any PMVA techniques, remember you don't need to wait until your refresher - you can speak to one of the PMVA instructors on your ward who will be happy to help.

If you would like to discuss any aspect of the newsletter further or any PMVA issues in general, feel free to contact the Professional Development Team.

abergie@cheswoldparkhospital.co.uk or
rcooper@cheswoldparkhospital.co.uk

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