

The Evolution of Iveagh

Our journey of service improvement

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Aims for today

- Introduce you to the Iveagh Centre
- Describe our recent service improvement journey.
- How collective leadership was necessary for change to be successful.
- Introduction of Positive Behaviour Support in Iveagh
- Demonstrate how PBS has improved our service.

Iveagh Centre



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Care Pathway

- **Admission**

- Pre admission assessment

- **Assessment**

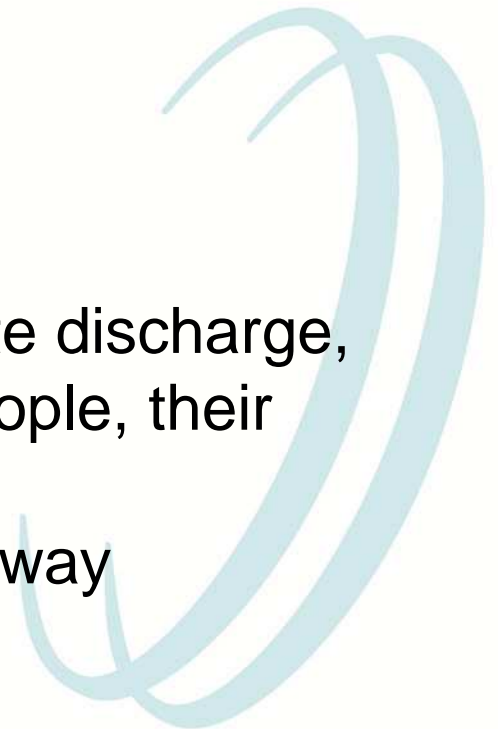
- Initial multidisciplinary inpatient assessment with feedback to parents/community team
- Liaison with other services/agencies

- **Treatment**

- Agreed treatment plan

- **Discharge**

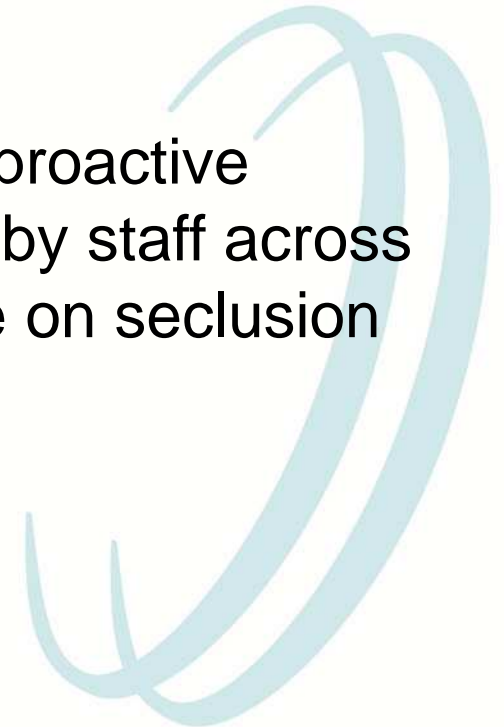
- Centre based and outreach working to facilitate discharge,
- Focus on collaborative working with young people, their families and other services involved
- Outcome measures – formal evaluation underway



Service Improvement

RQIA Inspection – April 2013

- 44 recommendations.
- “misunderstanding throughout staff of the purpose of the centre was evident”
- “A marked absence of an agreed consistent proactive behavioural management strategy deployed by staff across the centre... this has lead to an over reliance on seclusion as a management strategy”



Identifying the need for change:



- Over reliance on restrictive practice
- Reactive driven approach
- Silo working
- Over reliance on a medication
- Staff stress



Collective Leadership



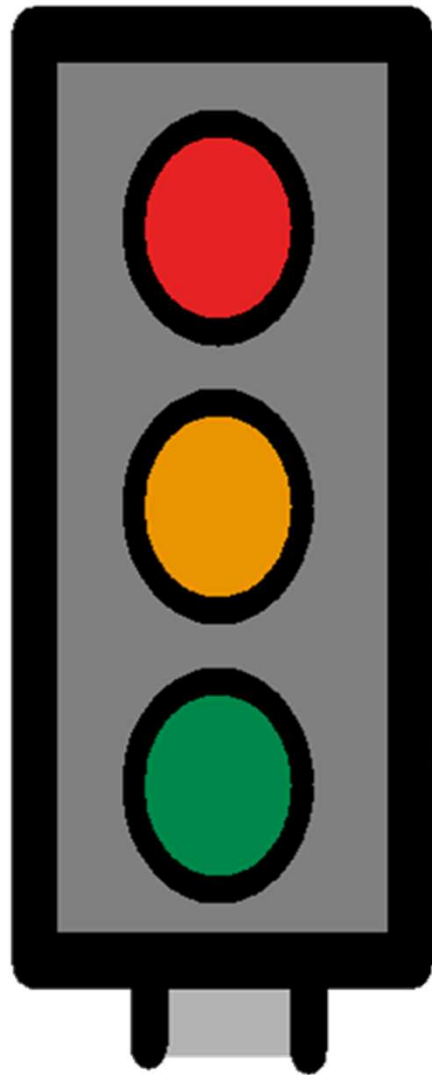
“Collective leadership means everyone taking responsibility for the success of the organisation as a whole – not just for their own jobs or area. This contrasts with traditional approaches focused on developing individual capability.”

- West et al. 2014



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Traffic Light System



Reactive 'Red' Strategies are a way to manage young person's behavior as safely and quickly as possible when it does happen.

Early warning signs 'Amber' Strategies aim to provide Guidelines in response to the early warning signs, to help you intervene as early as possible before young person resorts to challenging behavior.

Proactive 'Green' Strategies aim to support young person to stay calm and happy. Proactive Strategies are designed to meet the needs without young person having to rely on challenging behavior. This part of the plan should include any strategies that are aimed at reducing the chances that the behavior will happen.

Post Incident support 'Blue Strategies' specify the procedures to be followed after an incident for both young person and others.



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Facilitating the change:



- Policy development
- Engagement with regulatory bodies
- Best Practice networks
- Audit of service
- Staff team
- Patient and their carers








Children's Forum

Children's forum questionnaire

Name: _____

Date: _____

How have you felt this week?

				
Really great!	Good	OK	Upset	Really unhappy

I

What has been good this week?



What have you found difficult?



Are there any changes you would like in Iveagh?



Is there anything else you would like staff to know?

Signed: _____



Assisted by: _____


(Staff Name)




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Coping Model for Children





 Date _____
  Child's Name _____

 Control: Are you back under control


 emotionally/Physically, are you calm now?

Orient: What happened?






 Pattern: How did you respond?


 Negotiate: Can we agree to any




 changes?

 Give: Support and Encourage _____



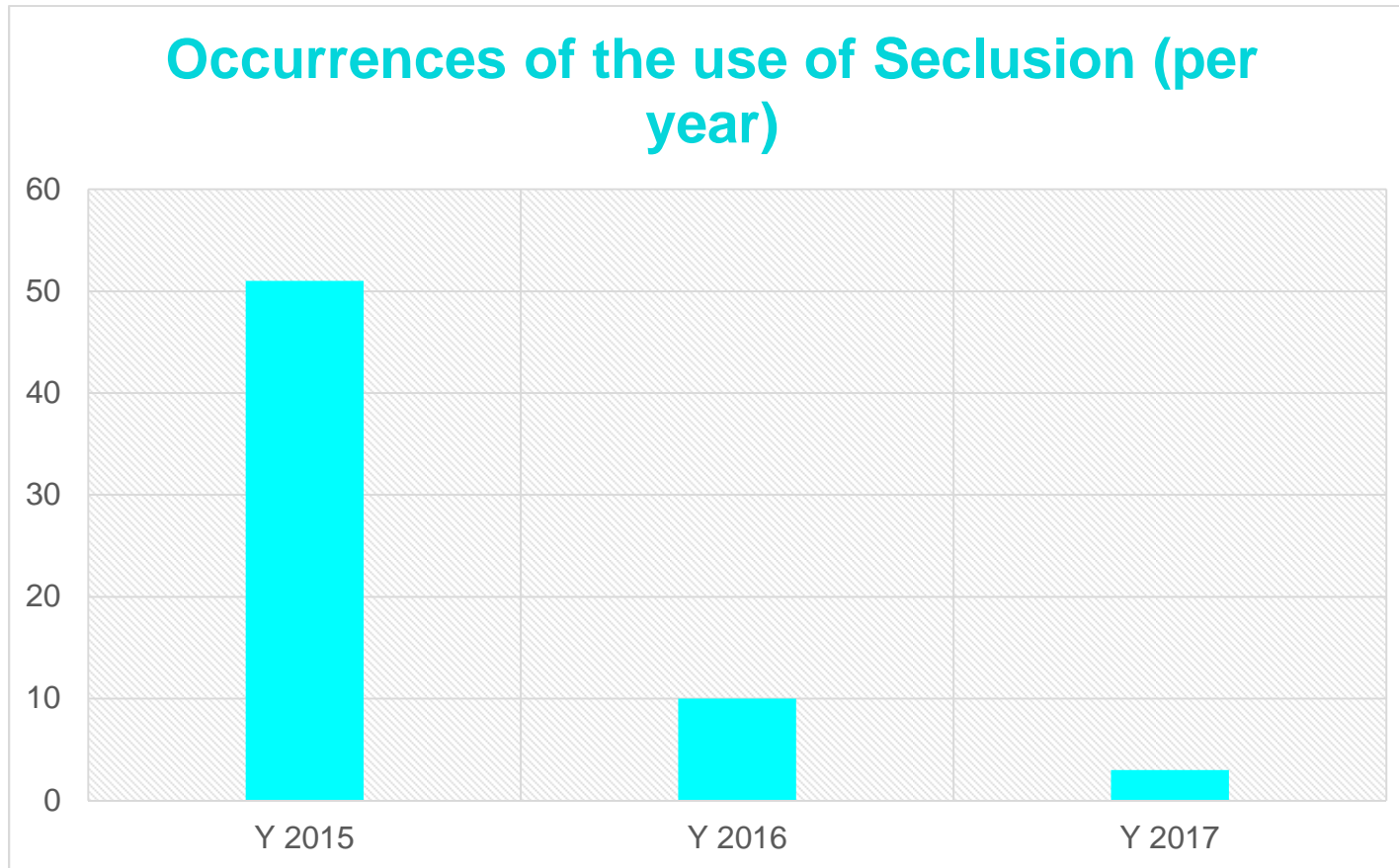
 Child's Signature _____



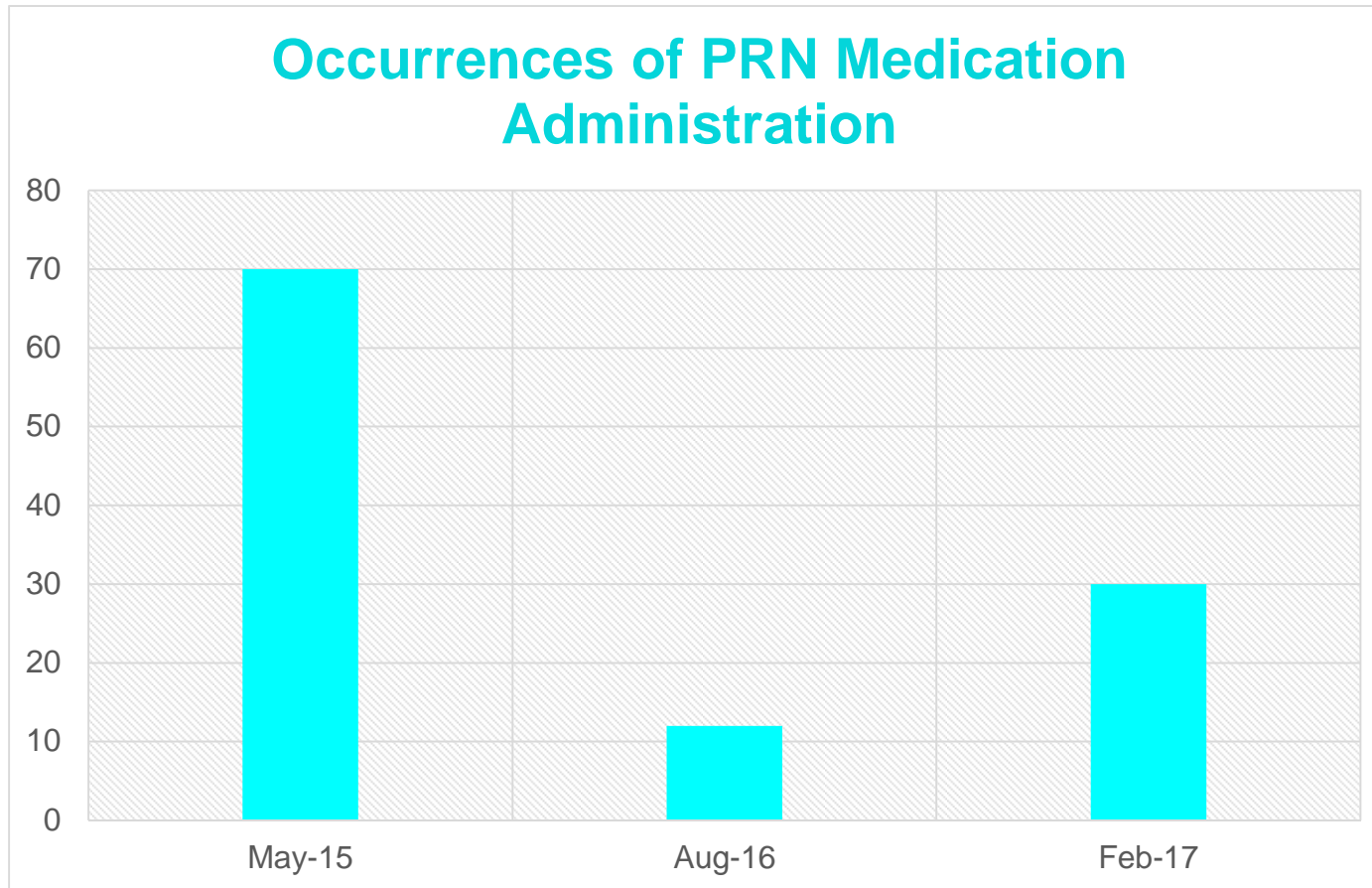
 Staff's Signature _____



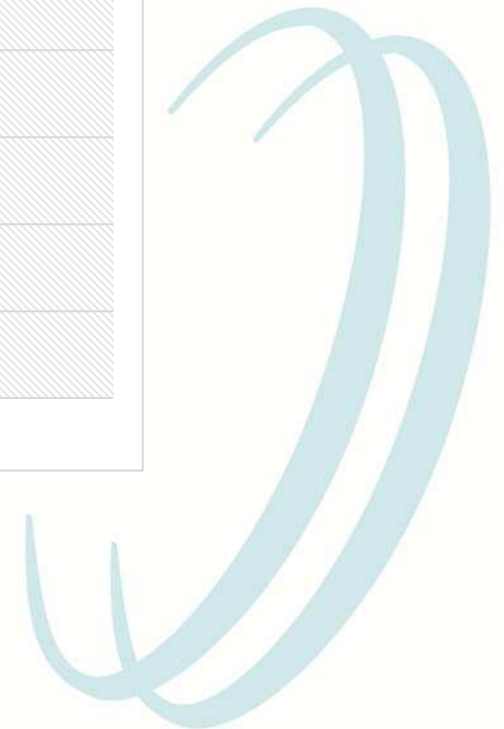
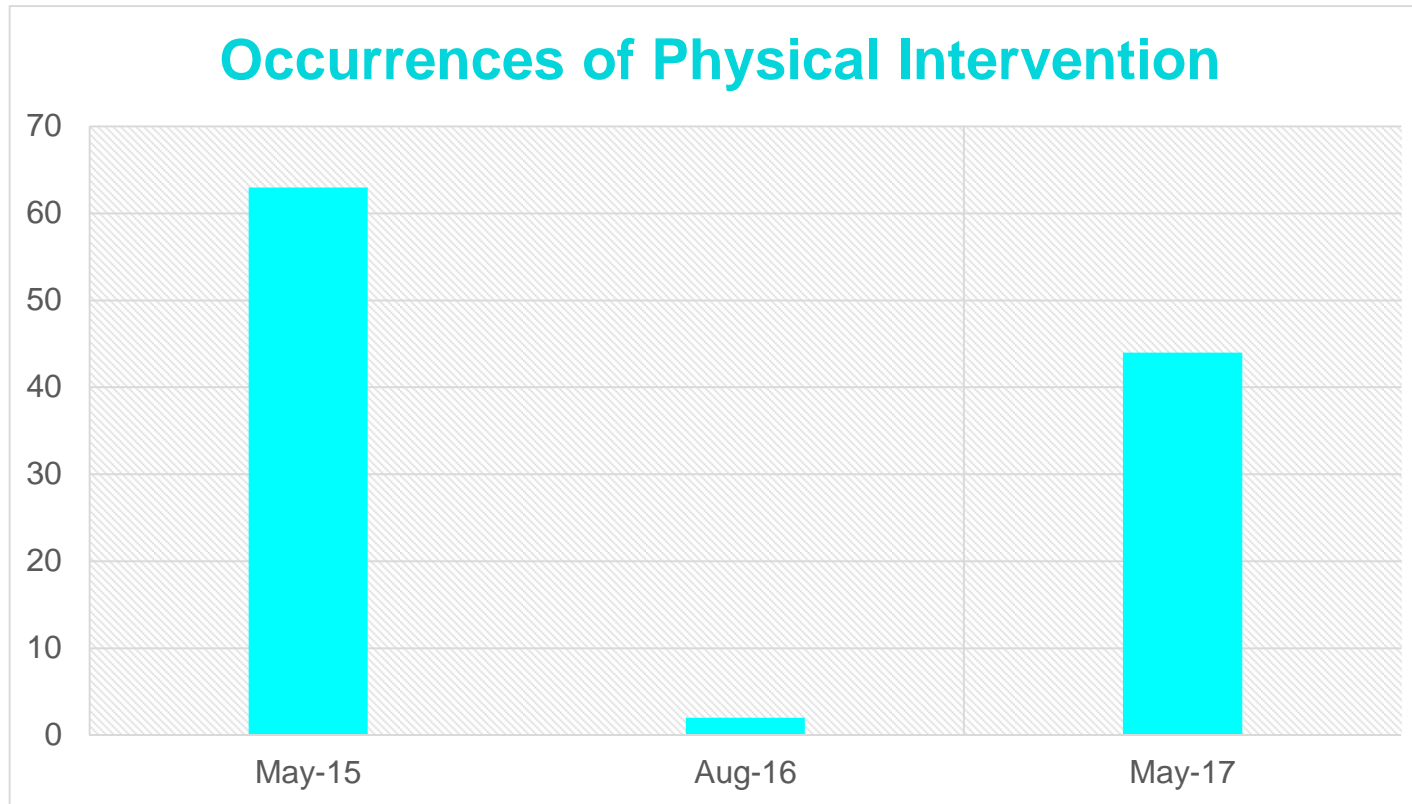
Overall Improved Client Outcome at Iveagh



Overall Improved Client Outcome at Iveagh



Overall Improved Client Outcome at Iveagh



Improved Client Outcome

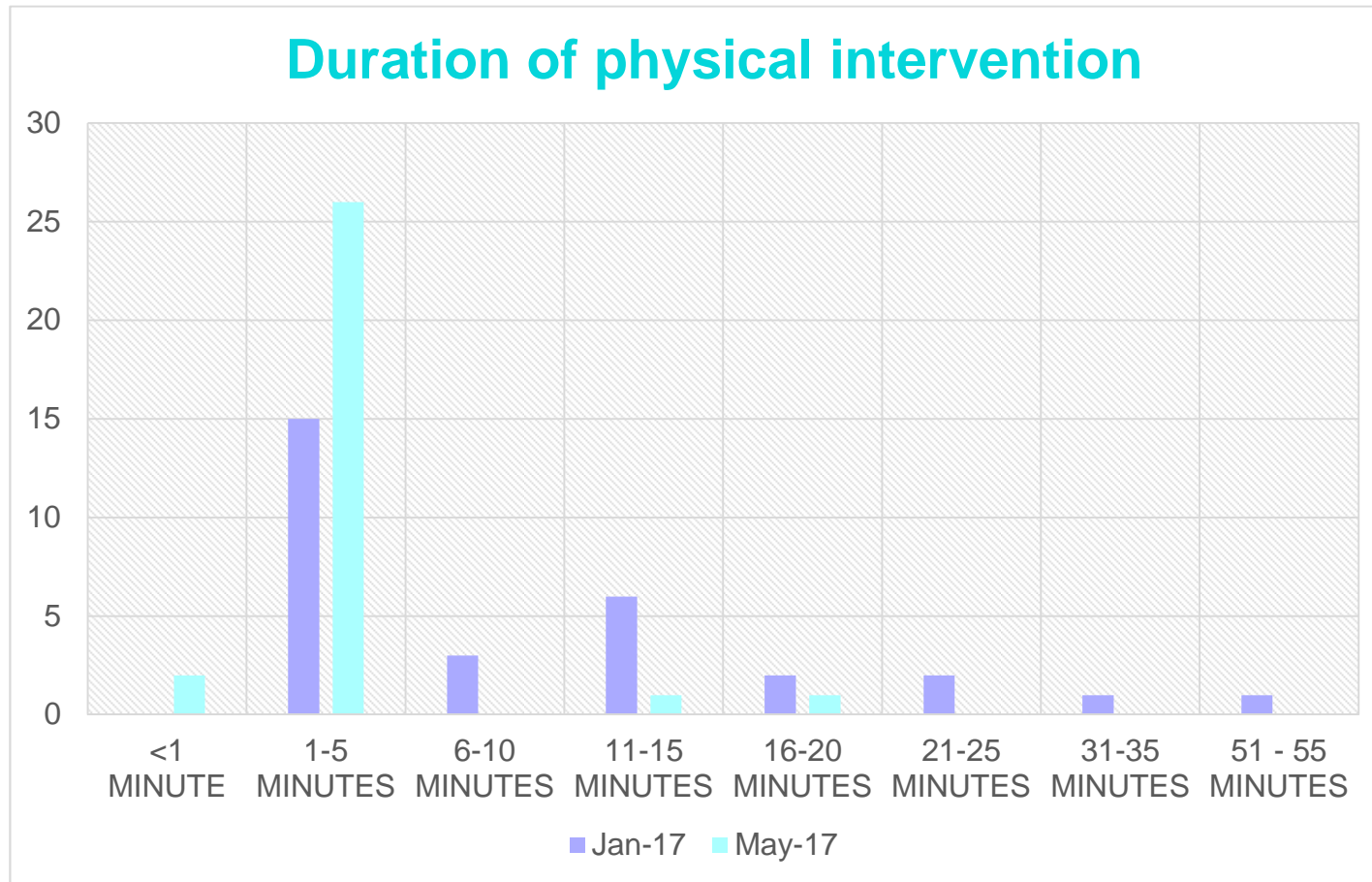
Case study

- **17 year old patient**
- **Diagnosis of severe learning disability, ADHD and Autism.**
- **Communication barriers**
- **History of displaying high level of self injurious behaviours and physical aggression to staff**



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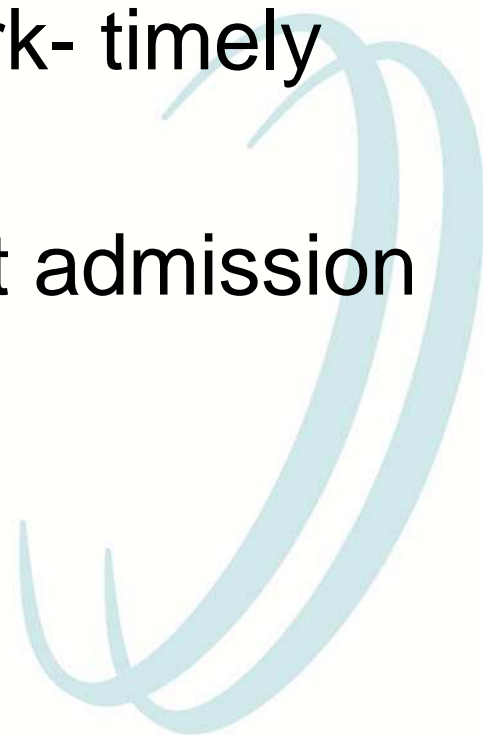
Improved Client Outcome



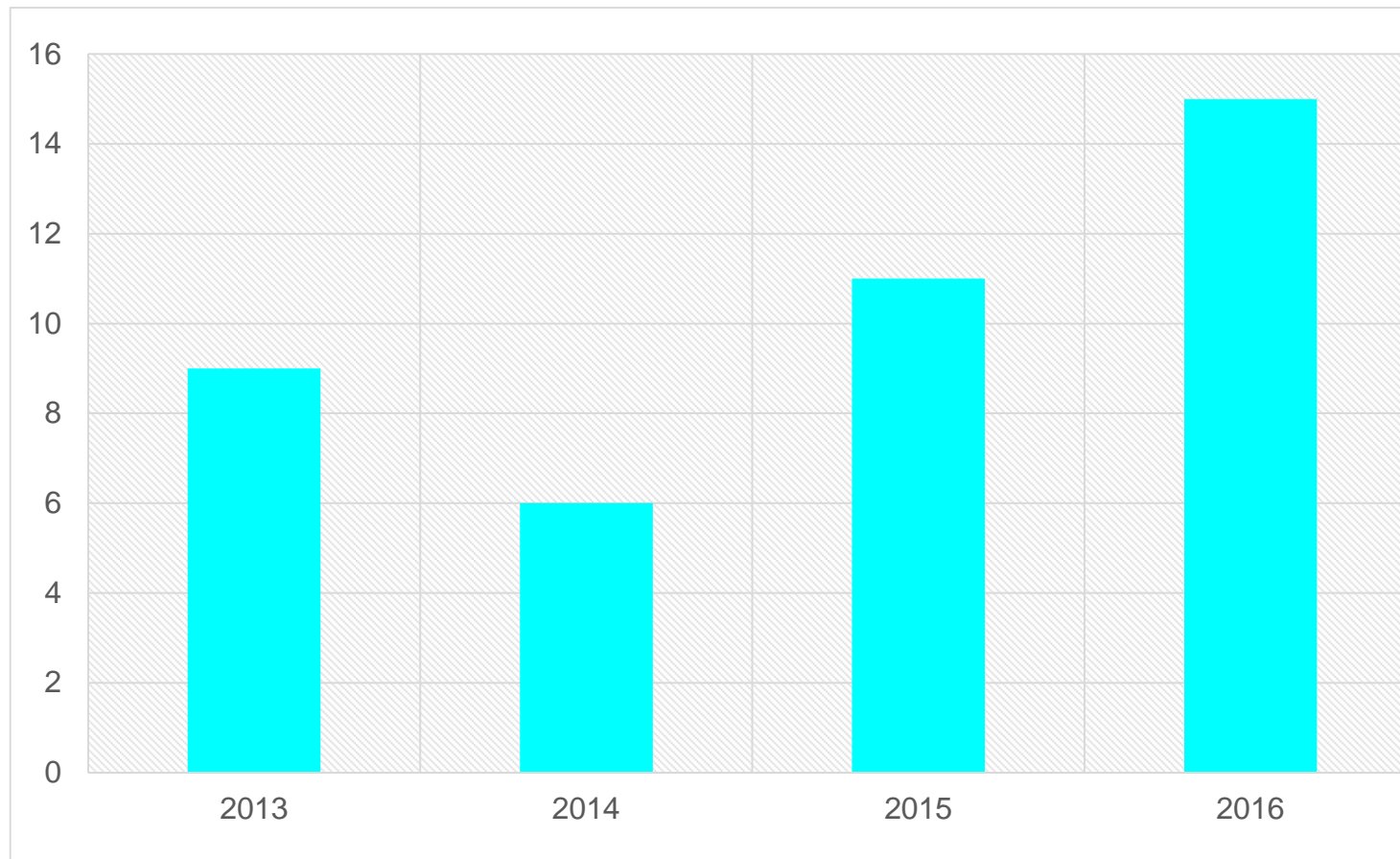
Looking forward



- Therapeutic environment
- Staff skill development
- Improved communication network- timely responses
- Outreach work- prevent inpatient admission
- Reduction in inpatient stay



Iveagh Inpatient Admissions



Number of Admissions (per year)



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What did we learn?

- Communication is key
- Multidisciplinary working
- Building relationships is key
- Be honest and review
- Partnership



What have we achieved?

2015:

- In 2015 Iveagh won the Belfast Trust Chairman's Award for category of Accountability – Promoting Positive support ethos and environment.



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2016:

- Iveagh is 1 of 16 CAMHS units in the UK to have QNIC accreditation. In 2016 we achieved QNIC accreditation and we have maintained this in 2017 following review.



2017:

- In 2017 Iveagh were shortlisted as Patient Safety Awards finalists. (Awaiting Outcome!!!)



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Thank You For Listening



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