

PROVIDING A SAFE INPATIENT ENVIRONMENT

The following competences are primarily for managers, leaders, and senior members of staff working in inpatient settings. These organisational competences are to ensure a safe and productive ward culture and environment for inpatient staff patients and their family and carers.

Knowledge

An ability to draw on knowledge that the safety of an inpatient environment, and a culture of safety, depends on strong and effective leadership

An ability to draw on knowledge that two important factors in maintaining ward safety are having safe staffing numbers and well-trained competent members of staff

Provision of a safe ward environment

An ability to ensure that the inpatient environment complies with local and national guidelines that relate to the maintenance of a safe and therapeutic ward

An ability to ensure the physical, relational, emotional, and sexual safety of all patients through the implementation of appropriate psychosocial interventions

An ability to ensure that the physical environment is safe by having, for example:

a physical layout that allows staff to have a clear view of patients, without any blind spots

a quiet and therapeutic space that patients can access, or which can be used for therapeutic purposes in (for example, sensory rooms, quiet rooms, calm rooms)

environments that minimise risks of harm (i.e., free from ligature points)

adequate amenities for patients (for example, private bedroom, easy access to bathroom facilities)

access to a phone, the internet, and other electronic devices

access to the provision of therapeutic resources such as sensory stimulation, stress management tools and calm boxes

adequate outdoor space that patients can access (for example, access to a garden and nature)

having appropriate spaces to meet visitors

An ability to provide a safe ward environment through service improvement initiatives, for example by:

coproducing services in partnership with patients and their wider family and carers

developing service improvement action plans

setting regular service improvement goals/targets

regularly evaluating and amending the service improvement strategy

An ability to routinely evaluate service provision by reviewing clinical data and using this to inform service development strategies to improve safety (for example, reducing restrictive practices)

An ability to ensure staff are protected if they raise any concerns or whistleblow, ensuring that these are taken seriously and that appropriate support is offered

An ability to provide an adequately staffed inpatient service which:

ensures there is multidisciplinary representation in the staff team

addresses recruitment and retention issues