

Collaborate on Risk Management

Reporters

Charlie Hames at [Cygnet](#) on 4 December 2014.

What do you do*?

Traditional risk assessments tend to be done for the person rather than with them, and sometimes even in their absence. So we have created an approach to risk assessment and management that gives the person a real opportunity to be involved.

What is excellent about it?

Some years ago we redesigned our local risk management documents to ensure that we could record the person's own view and their comments on the way that their risk is understood and managed, such as a recognition of the strengths and vulnerabilities and protective factors.

More recently we have addressed the challenge of increasing awareness amongst both staff and residents about the practices that are needed to enable the process of risk management to be undertaken in a truly collaborative manner. Therefore we have designed a training package which staff and patients attend together.

The training is for groups of 15 people and lasts about 90 minutes, to take account the concentration of patients and demands on the ward environment. Everyone from each ward and all multidisciplinary team members attend, so the training event may be run more than once on each unit.

Even better next time?

In the future, we may be able to add further material or modules in response to issues that arise. We would like to engage service users as co-trainers.

This training is possible because we have a culture in which conversations about risk take place all the time, where staff are able to have uncomfortable conversations. The wider organisation has done some work on this topic, so our local efforts have been given a head start by this work. Senior sponsorship has validated the

Stories of Striving for Excellence in Locked Rehabilitation Services

importance of the topic and enabled the training to be properly designed, so that management support is present across the disciplines.

* [NDTi](#) was commissioned to deliver a staff development programme promoting a more personalised and inclusive approach for those living and working in locked rehabilitation services in the English East Midlands. While the current inspection routine has a focus on risk prevention, our job is to focus on sharing positive practice and innovation. Peter Bates led the programme and wrote up these stories.

The Excellence Programme is for independent and voluntary sector providers of locked residential rehabilitation services for people with mental health issues or learning disabilities living in the East Midlands. It has delivered:

- A series of seminars for key staff and people using services to promote a more personalised and inclusive approach
- A shared sense of what excellent services look like, captured in an [Excellence Framework](#) document.
- Learning exchange visits between members which lead to individual action plans for each service
- Excellence stories that capture and share ideas for service improvement.

These case studies have arisen from members of the Excellence programme and NDTi has not independently verified what we have been told. Some are radical and ambitious approaches that transform the whole service, while others consist of small steps that may not seem especially exciting to other readers, but make a difference to one person. Some readers might even question whether progress is being made at all! The overall purpose is to stimulate reflection and celebration for every step forward, whether large or small.