

PROactive **M**anagement of **I**ntegrated **S**ervices & **E**nvironments



PROMISE

A Glimpse
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Project supported by the CLAHRC East of England and NIHR

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PROMISE



VISION



Vision: Promote dignity by eliminating force in mental health

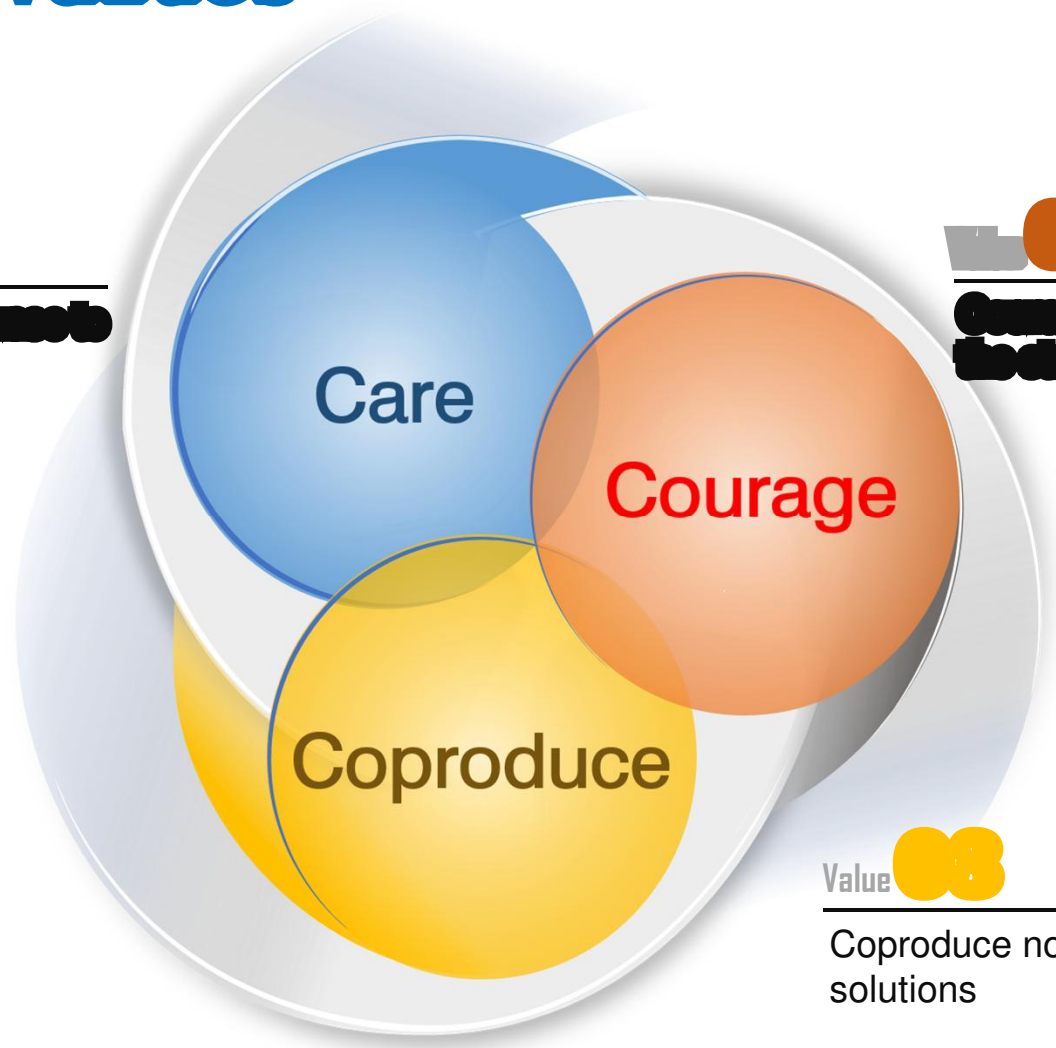
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PROMISE Values

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Value 01
Care
Caring response to
adversity



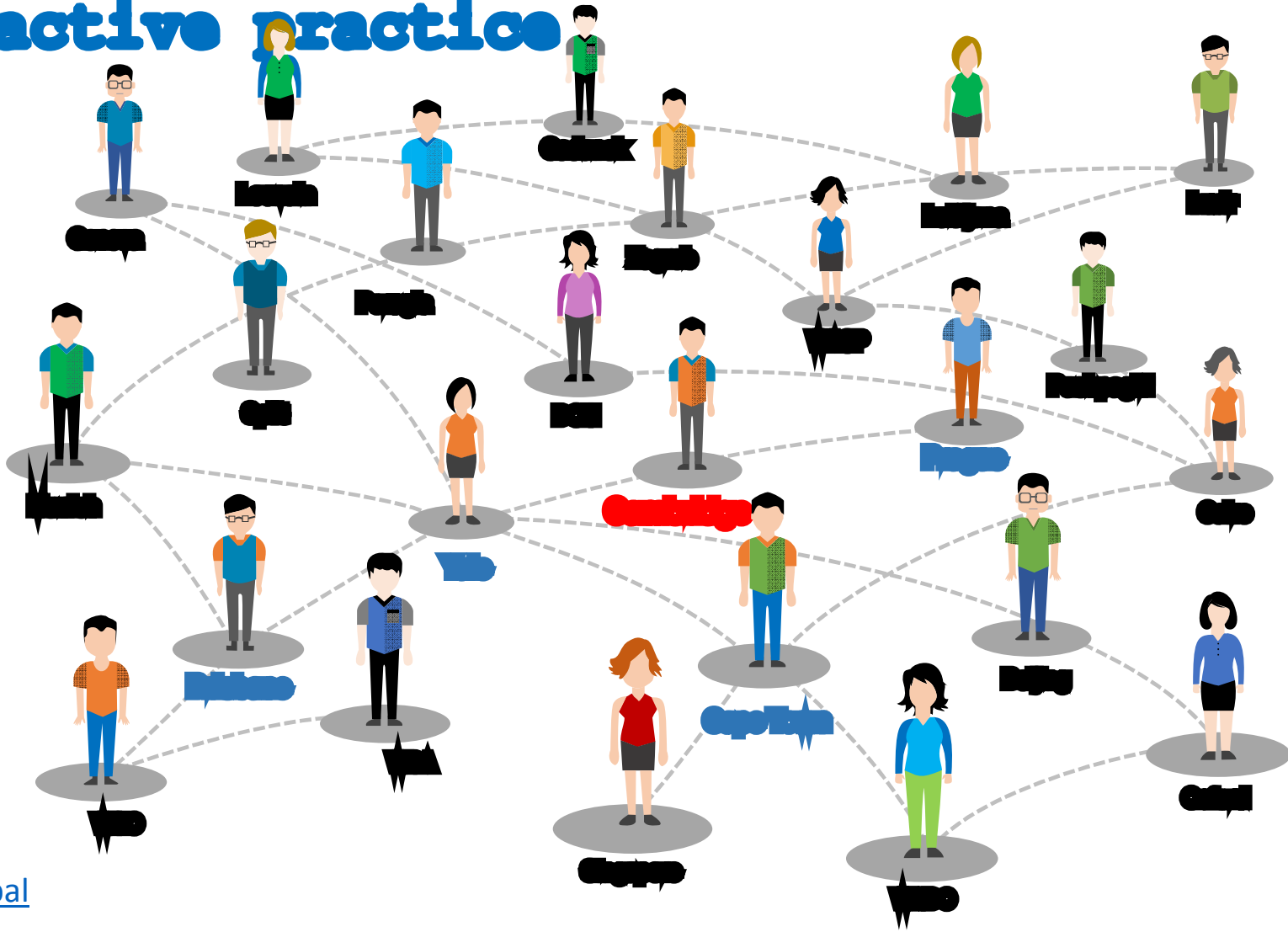
Value 02
Courage to challenge
the status quo

Value 03
Coproduce novel
solutions



Create a global knowledge network for proactive practice

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M I S S I O N



Navigating Rocky Waters



Self Determining

Most of us most of the time captain our own lives...



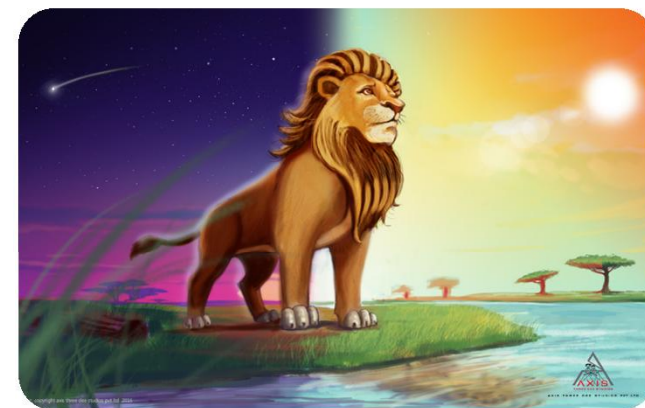
Self Righting

Sometimes I might get overwhelmed but with the right support...



Self Aware

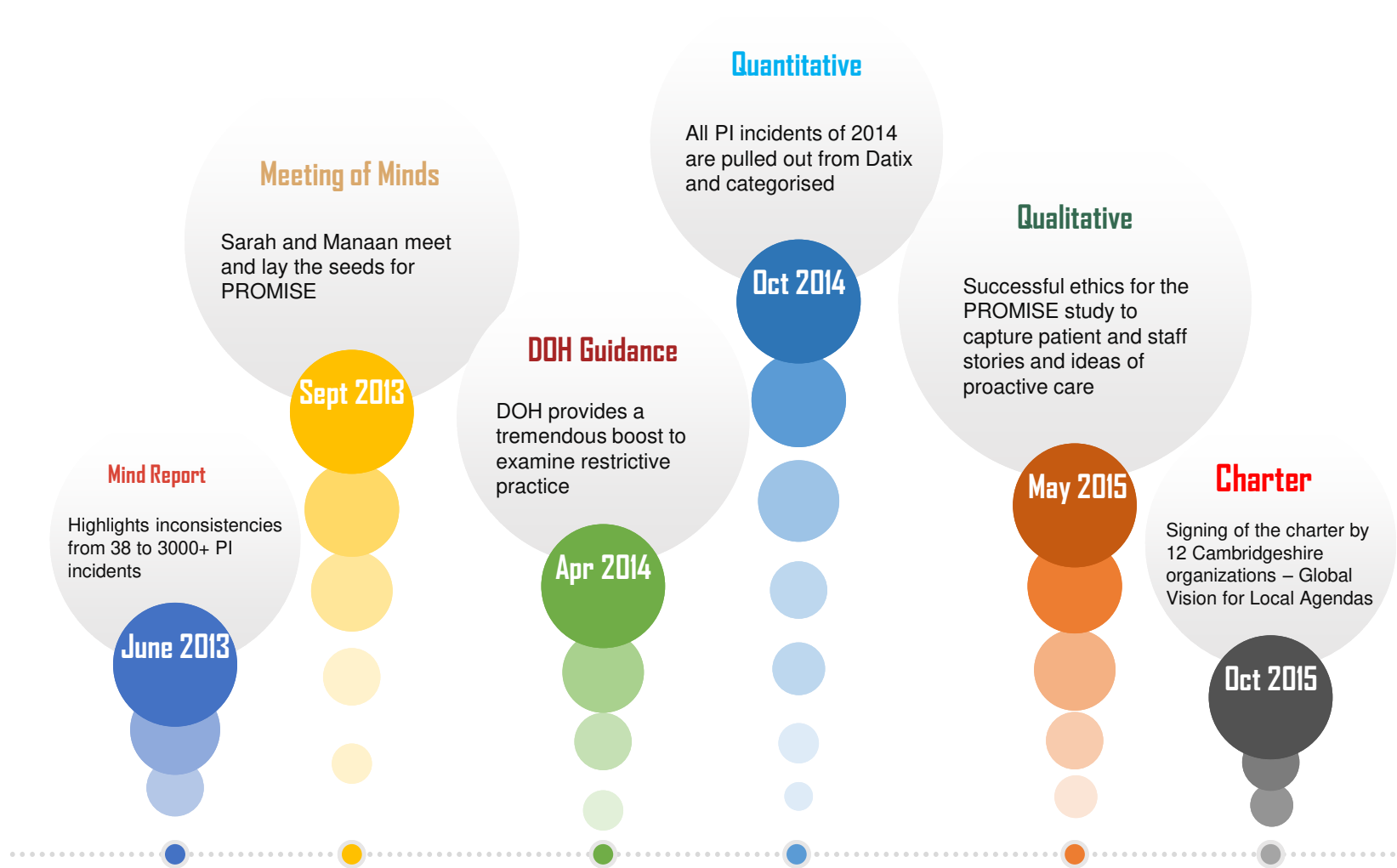
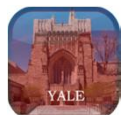
Charting a new course is not going to be easy, however...



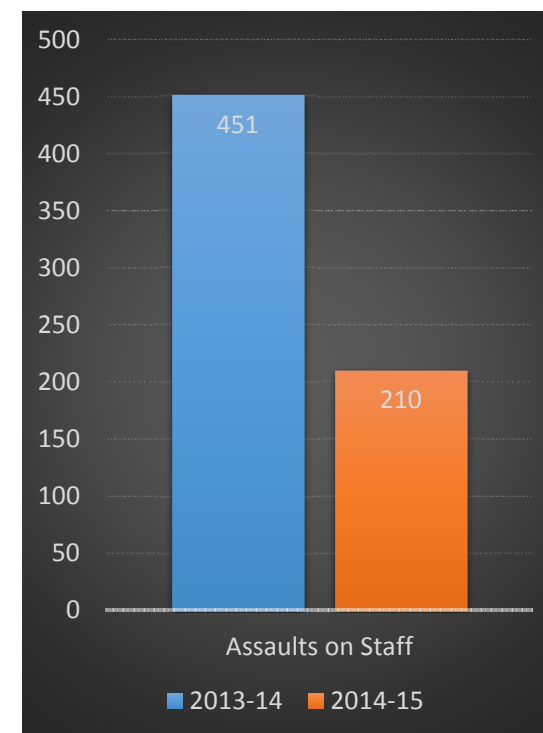
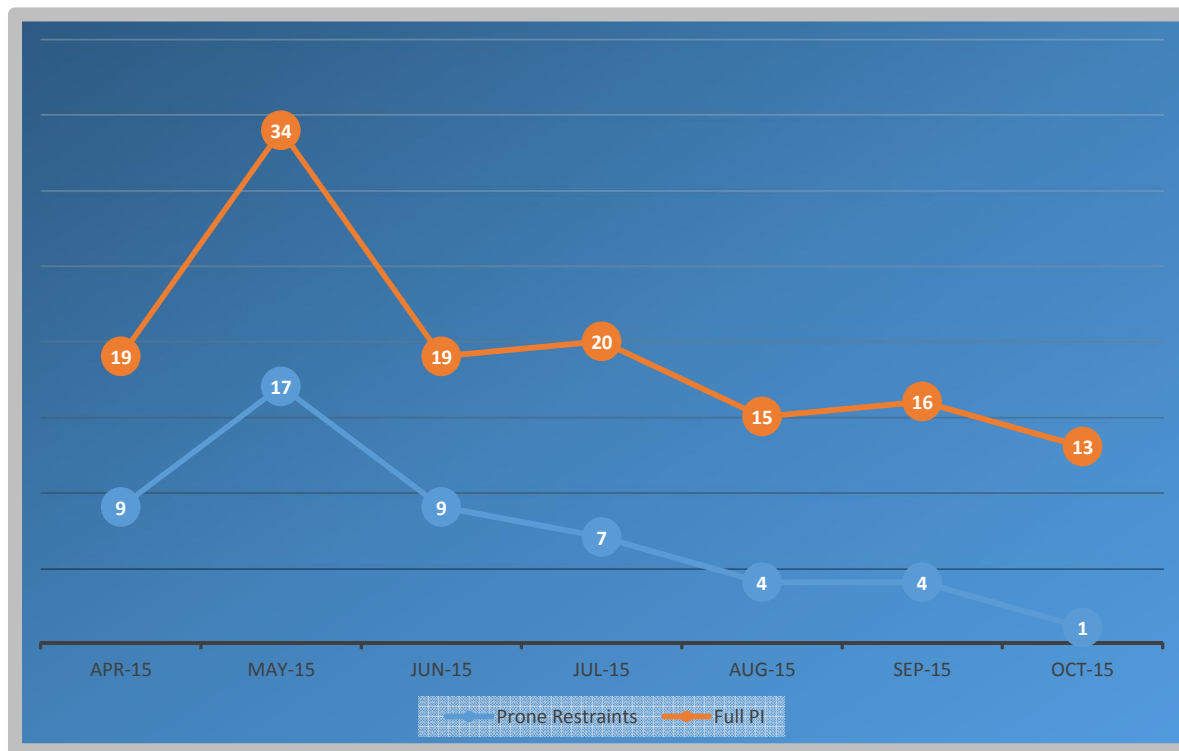
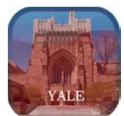
The Lion Within

Premiere 8/4/16

PROMISE Timeline

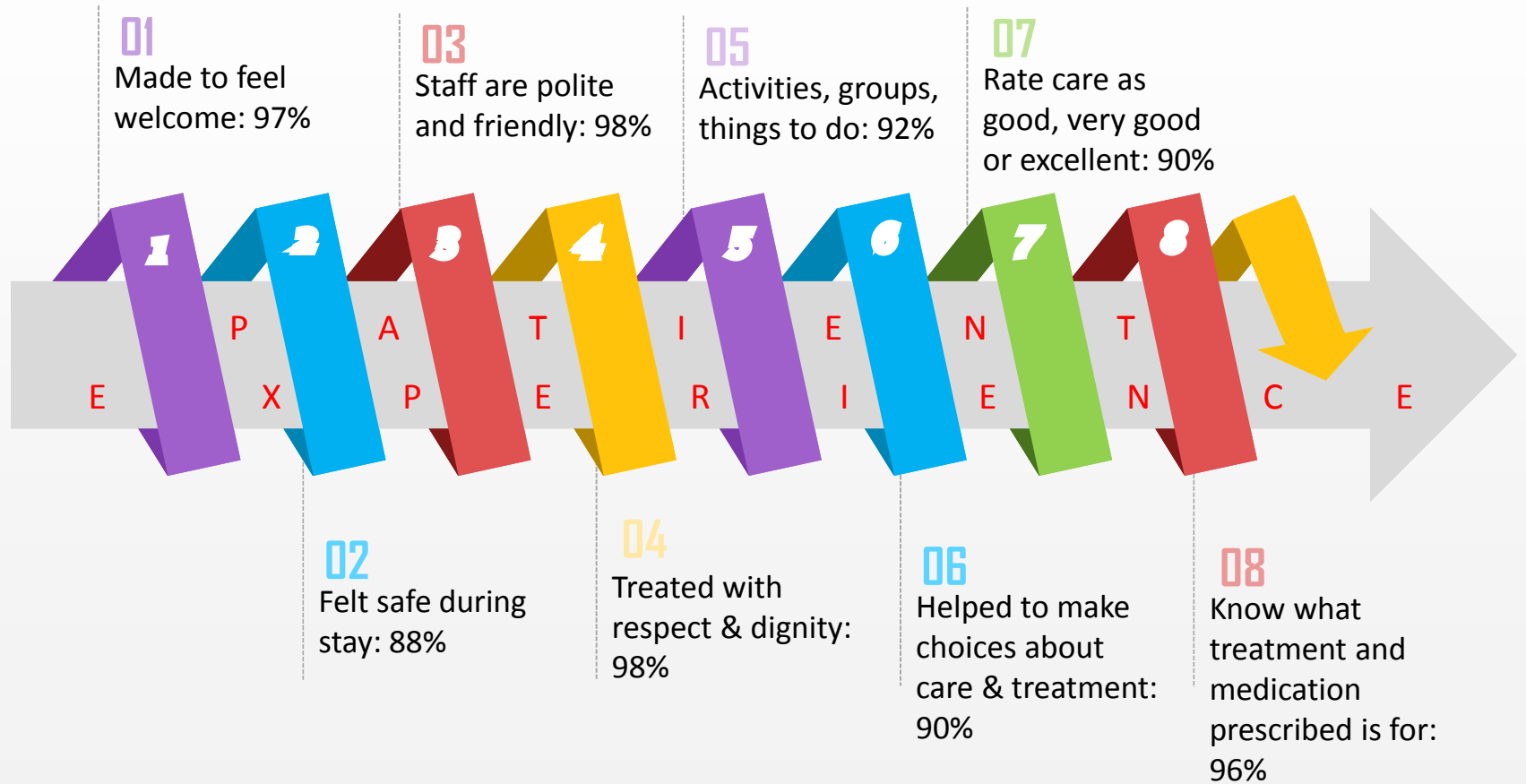


Trust Wide PI Data & Staff Assaults





Average scores for 977 **Patient Experience** surveys that were carried out between 1/12/14 and 30/11/15.



PROMISE Frameworks



PROTECT
PROactive deTECTion
PROMISE Safety Plans

1

4

PROCESS
PROduce Creative Effective Simple Solutions
PROMISE Leadership Framework



PROMOTE
PROactive Modelling of Therapeutic Environments
PROMISE Idea & Innovation Bank

2

3

PROGRESS
PROactive Governance for Recovery Settings & Services
PROMISE Governance Framework



PROTECT: PROactive deTECTION



Trigger

- Enumerate
- Alert

Think

- Interpret
- Reframe

Feel

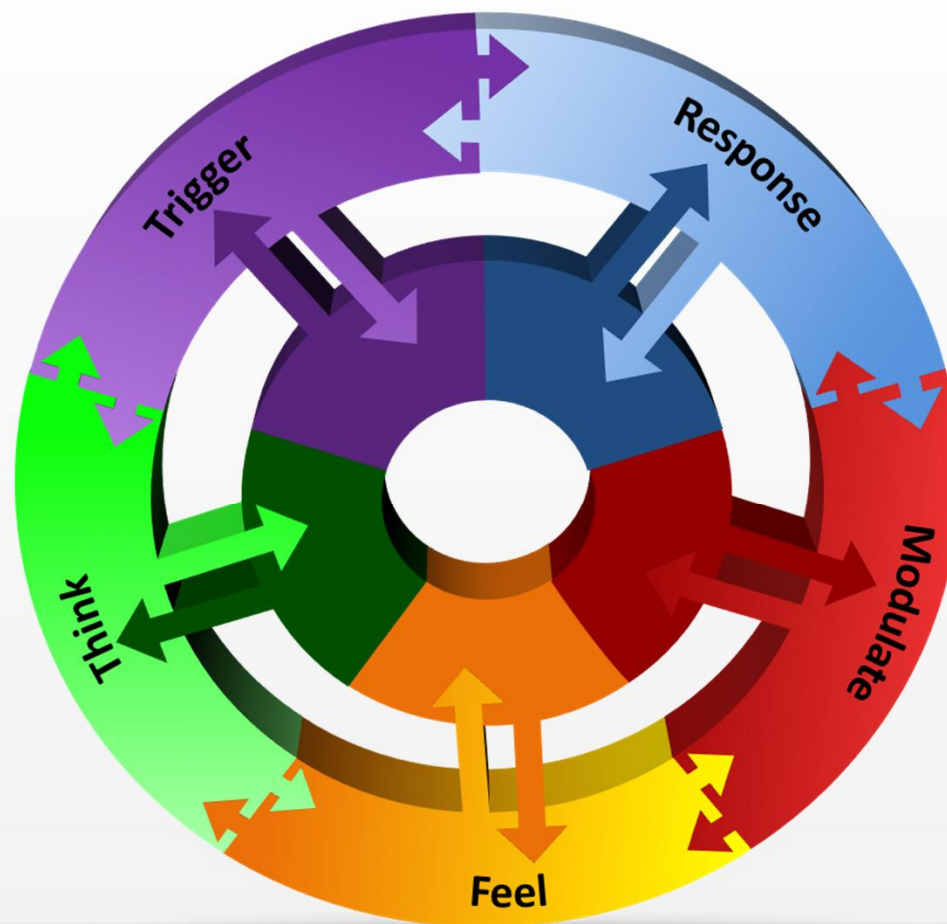
- Classify & Quantify emotion

Response

- Appropriate?
- Effective?

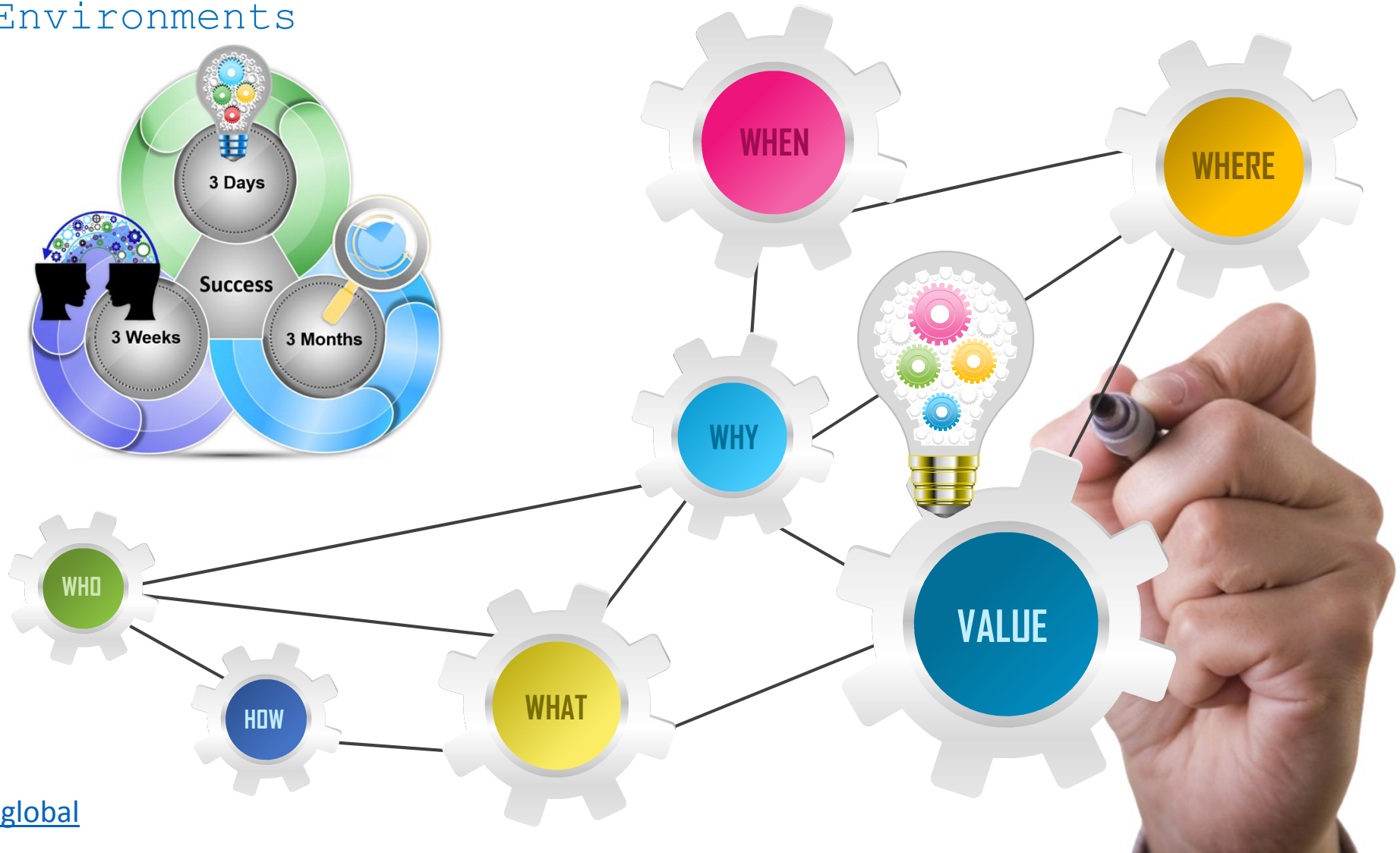
Modulate

- Internal
- External

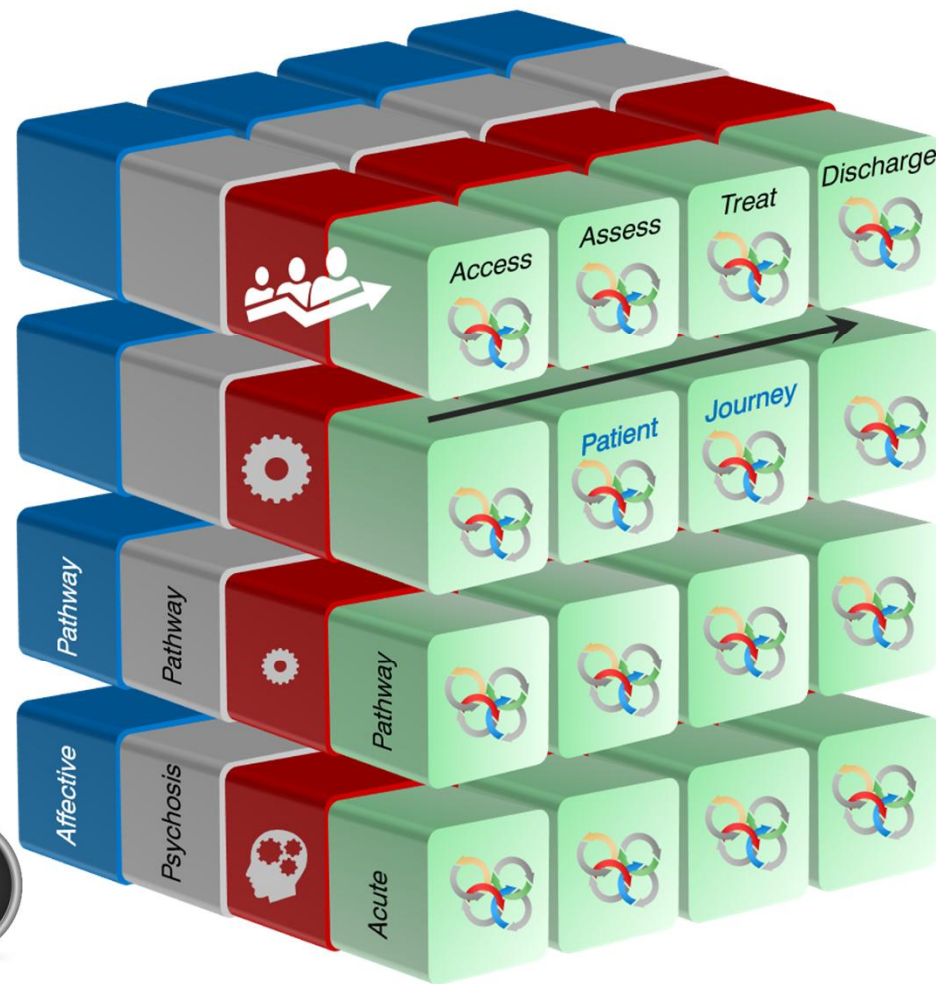
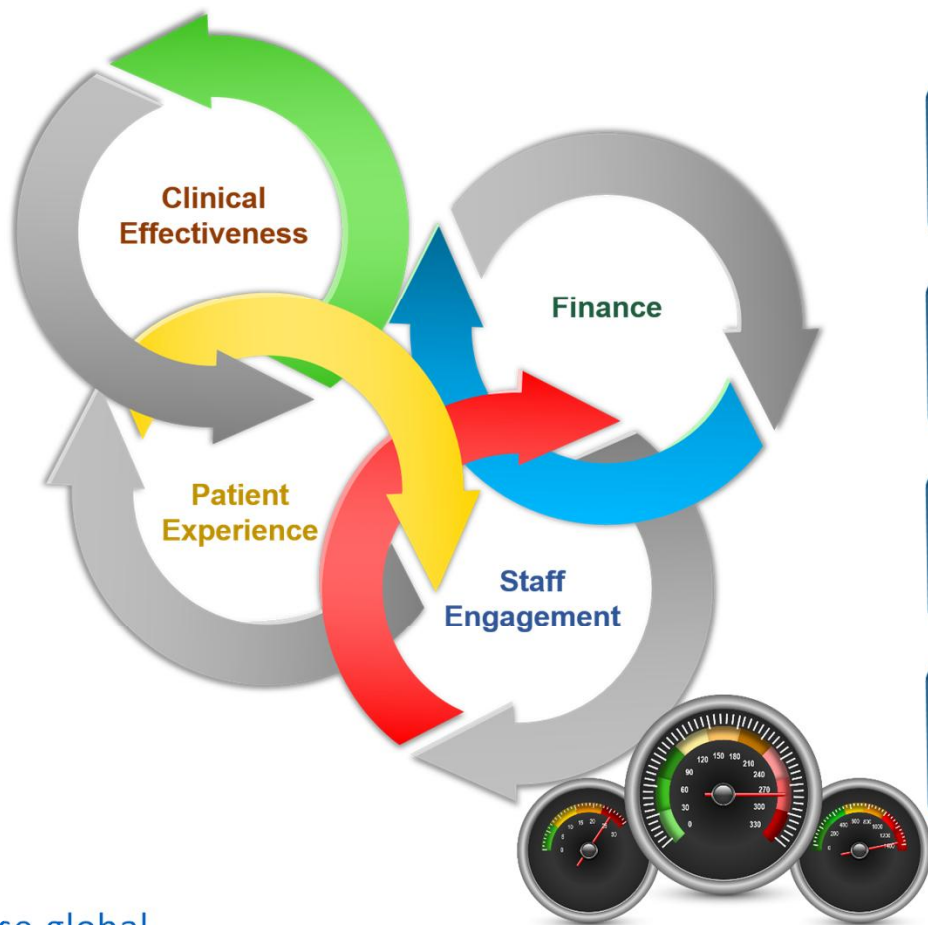
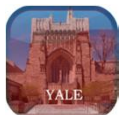


PROMOTE: PROactive Modelling Of Therapeutic Environments

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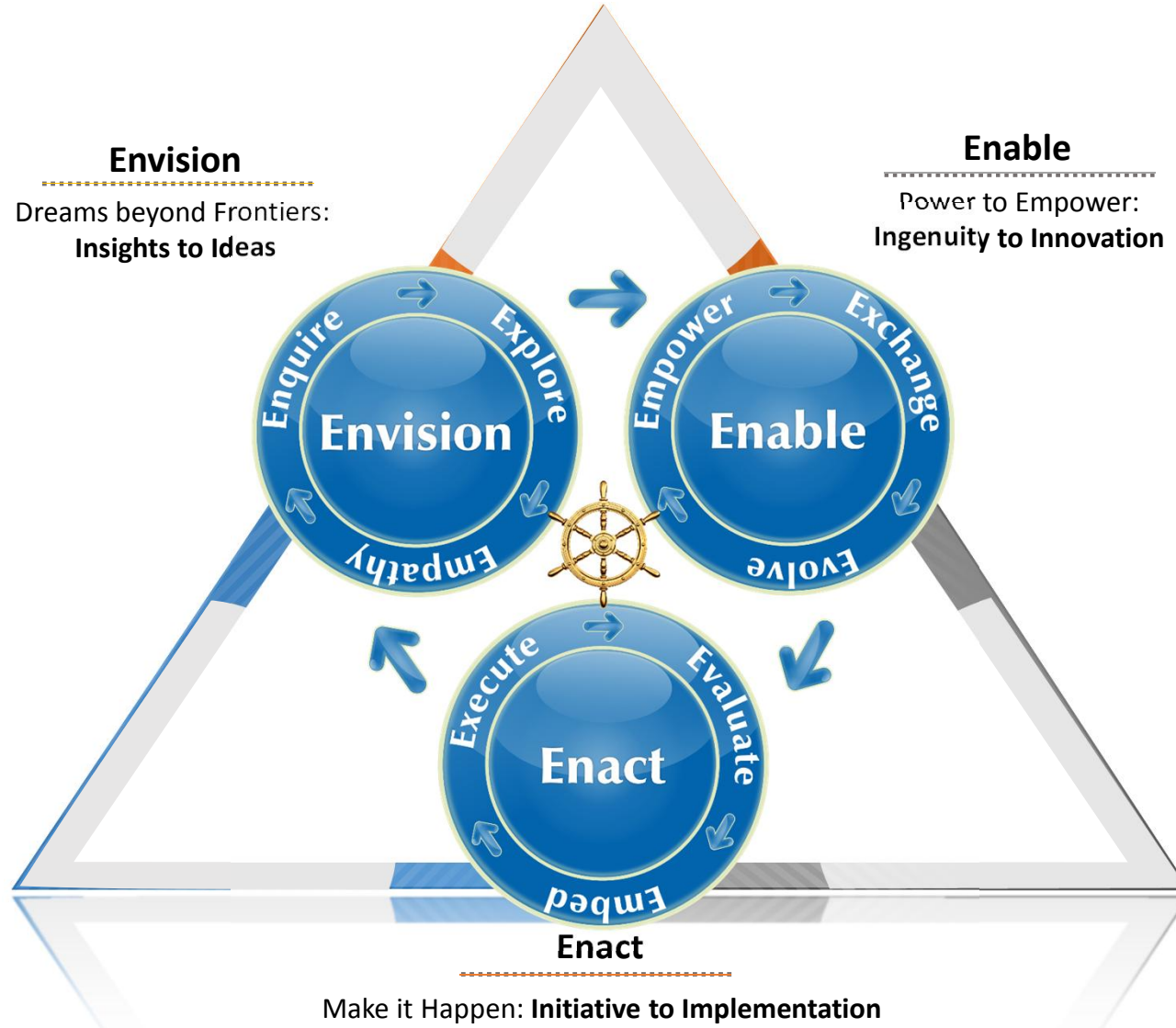


PROGRESS: PROactive Governance of Recovery Settings &



PROCESS: PROduce Creative Effective Simple Solutions

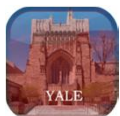
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Space Programme



Shared Space

Open Door, Mood and Food, Ready-Steady-Cook, Transforming Spaces



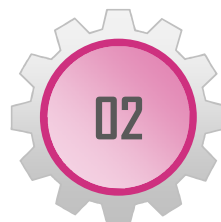
Active Space

Horticulture, Tai Chi, Springbank Mile, Sports



Creative Space

Initiatives involving art, music Letters for Later, Sweet Shop, Butterfly Moments.



Reflective Space

No Audit, Parity Promoter, Bed Tea, Tea and Toast,





No Audit

Reflective Space Example



- R – Reframe:** What would it have taken to say yes?
- E – Easy:** Was ‘no’ the easy option?
- F – Feeling:** What would it have felt like?
- L – Listen:** Did we listen?
- E – Explain:** Did we explain?
- C – Creative:** Where we creative enough?
- T – Time:** Did we take the time?

Examples / Quotes:

A. Patient asked to paint a wall in her bedroom on the ward. Staff said: 'No this is a hospital not your home, you can't do that.' When we thought about this further there were lots of reasons why it was actually a good idea:

- It is a good distraction technique
- It made her feel useful and valuable
- It encouraged patients to respect and improve their surroundings.
- A personal space where patients feel safe is likely to aid recovery.
- It made the patients feel ownership of the ward and believe they could make positive changes.
- Just because it wasn't usual didn't mean it couldn't be done.

Quotes:

- 'I feel I was listened to'
- 'I felt I had achieved something'
- 'I felt pride which I hadn't felt for a long time'
- 'I was doing something normal'
- 'I felt like my opinions counted'
- 'I wasn't dismissed'

B. On admission to one of our wards a patient expressed the desire to bring his own pillow in as he had neck problems and his own pillow soothing and infection control. The patient was allowed. So...

No Audit: Reflect to Reframe
Theme: *Reflective Space*

Objective:

- Empower staff to be creative in saying yes and embed a can do culture
- Create reflective space to explore the balance between the needs of one patient against those of the others
- Put patients first, capture hope and decrease frustration

Concept: From time to time staff members say no to patients. Each instance is an opportunity to REFLECT. Capturing and creating a non-judgemental space to think through how we came to the decision and whether we could have said yes helps us put the patient first.

We think about:

- R – Reframe: What would it have taken to say yes?
- E – Easy: Was 'no' the easy option?
- F – Feeling: What would it have felt like?
- L – Listen: Did we listen?
- E – Explain: Did we explain?
- C – Creative: Where we creative enough?
- T – Time: Did we take the time?

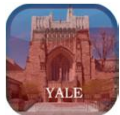
Reflecting on these questions encourages staff to think more about their practice and how we can continue to improve. This leads to a culture of 'First say YES'. When we do say 'no' our responses are kind and considerate. Patients can understand where we are coming from and get a sense of what would need to happen for us to have said 'yes'. E.g. leave from the hospital contingent on improvement they make.

Pragmatics:

- Set up a collection box for 'no slips'.
- Encourage reporting by putting up a poster above the collection box saying we like to say yes, tell us if we have said 'no' to you.
- Keep the 'no slips' simple – if we said no to you to please tell us about it
- For this to be embedded in every day practice, build it into your reflective practice sessions, supervisions and handovers etc.
- Evolution of recurring themes, the quality of the discussion and less incidents will allow you to monitor progress over time.

Top Tip: Maintain a non-judgemental stance at all times and create ownership and delegate responsibility of the process to the staff. This can be achieved by encouraging open and honest reflections and dialogue.

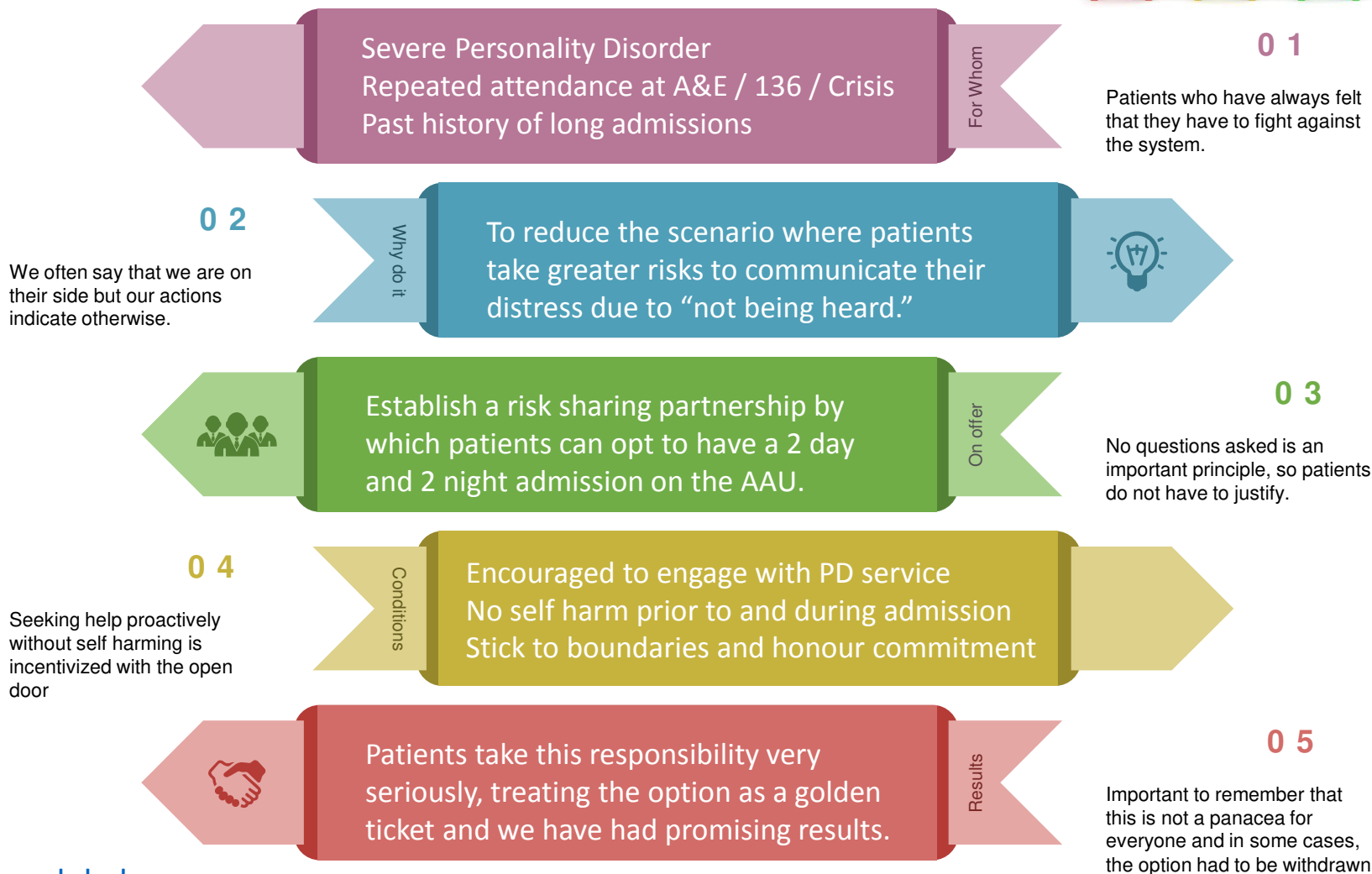
Note: This is not about discarding professional judgement. It is about putting in place for a reason, how we can improve our clinical judgement, staff and patient experience. It is about saying 'no' to patients.



Open Door Shared Space Example



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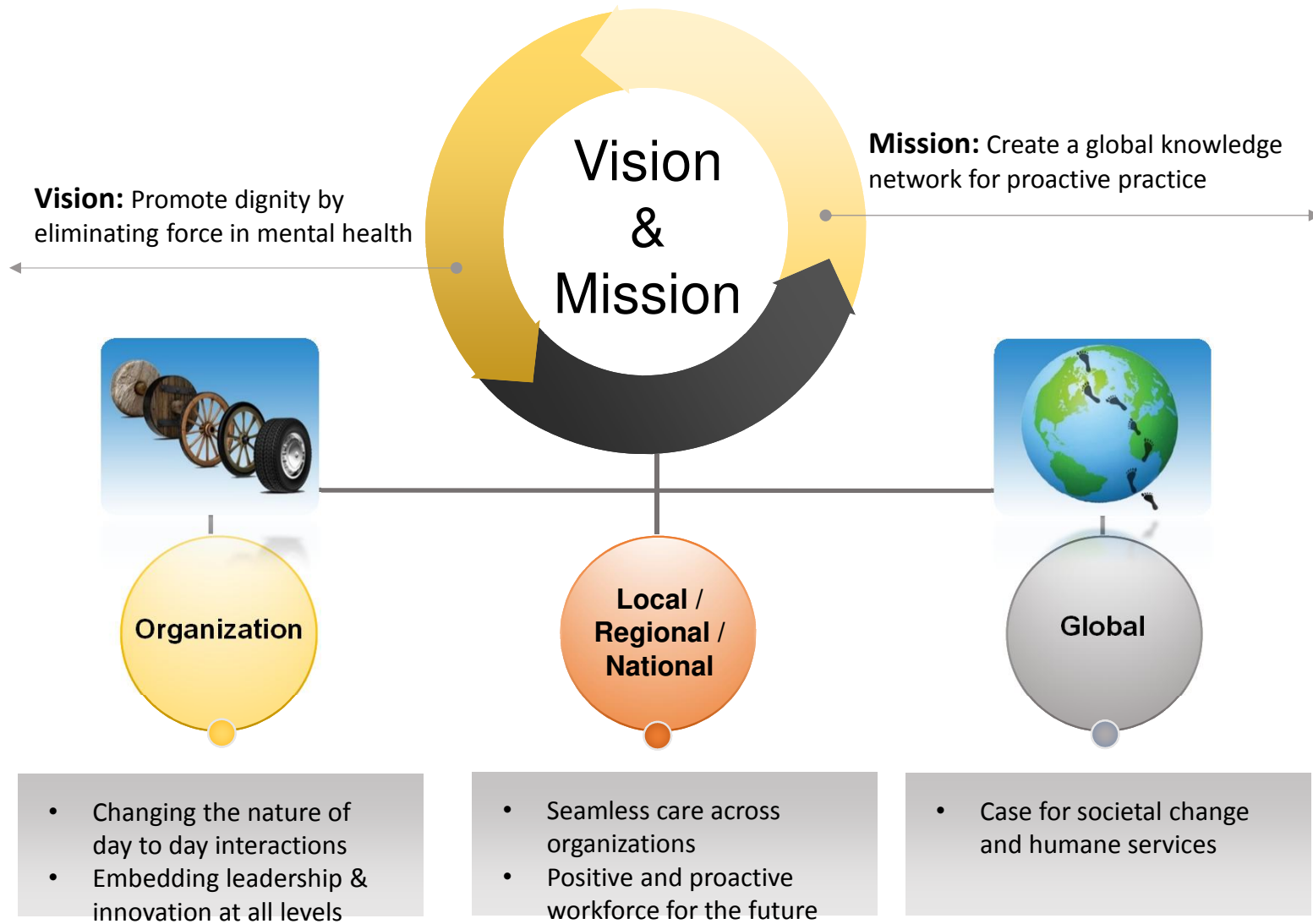
Acknowledgement: Mulberry 1, Fulbourn Hospital, Cambridge

PROMISE Charter

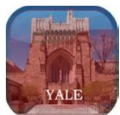


PRISM:
PRimary Care
Service for
Mental Health

- Recovery Coaches
- Consultant Telephone Clinics
- Rapid Reaccess Service
- First Response Service



PROMISE Global



World Young Doctors' Organization



World Association for Social Psychiatry



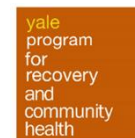
Formation of the Founding Five:
Cambridge, Yale, Brisbane, Prague, Cape Town

Since then linking up with 30+ local to Global Organizations
Featured in many DOH events

Link up with WPA, WHO, WASP, WYDO, IPS

Goal is to create a best practice knowledge network

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Project 52 – Knowledge Network



Mission

- Create a global knowledge network for proactive practice
- Learn from successes and struggles of partners

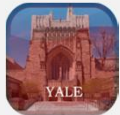
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Pragmatics	PROJECT support Anita McAfee (Cambridge PROMISE office) promise@cpft.nhs.uk	01
	Contributions Once a year First come first serve Try to accommodate more frequent contributions	02
	Collation Capture, edit material four weeks in advance Into PROMISE format	03
	Dissemination PROMISE mailing list Partners retain responsibility to cascade within own organization	04

Cape Town
PROMISE



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