

The Confederation, Hillingdon CIC (SPIP28) - Samar Battikh, Rianna Breen

(Associate Transformation Manager , SPLW lead)

AIM: To improve the quality of care given to clients with mild to moderate mental health needs/challenged behaviours by SPLWs, focusing on 'what matters to me' safety for them and patient and connecting people to community groups

Target goals/outcomes:

1. **Recruitment and upskilling of 6 SPwSI**
2. Set up **training schedule** for candidates working with NWL Training Hub
3. **Theoretical and practical training and skill development of Social prescribers** for Mild- Moderate MH and challenging behaviours

Highlights:

- Enthusiasm of SPLWs to be involved
- Good team working of everyone involved

Findings from the pre-programme SPLW confidence survey results set the baseline to analyse growth and improvements

- **58% do not feel confident building holistic relationships with patients of this cohort** and support them for their self advocacy.
- 57% do not feel they have the **skills to deal with a challenging behaviour** when it is directed at them.
- 42% feel they **cannot easily analyse/ identify a challenging behaviour** in a patient.
- 43% **do not feel confident in discussing uncomfortable/ sensitive information** with patients & carers.

They have:

- Developed a **Specialist training programme for the SPwSI in Mental Health and Challenging Behaviours with MHFA**
- **Standardised reports and streamlined referrals** for all SPLWs in Hillingdon, making use of JOY
- Reviewed documentation, patient pathways, including escalation procedure, risk assessments and Lone Working Policies.
- Secured **mentoring support with Adult Mental Health practitioners** for SPLWs.