

# Social Prescribers with Special Interest in Mental Health & Challenging Behaviours in Hillingdon

## Patient Journey

Each PCN works differently across Hillingdon. As a result, the referral process presents its own unique challenges. We identified that people with a Mental Health condition and challenging behaviours are not receiving the standards of care and support that we expect for them. Our aim is to standardise the process of referrals whilst creating new career pathways for SPLWs.

## Preventing People from Avoidable Harm

Within the context of creating these enhanced roles, we wanted the SPLWs to better assess the risks to peoples health and safety and to themselves during care in order to make sure they have the right qualifications, competence and skills to do so.

## Personalised Care Planning

We've recognised we need to strengthen our care planning, especially for patients with mental health and challenging behaviours, to fully reflect their physical, mental, emotional and social needs. With increasing demand for SPLW services, which includes complex patients, there is also a need for a new set of social and emotional enhanced competencies.

## Testimonials

"I have a total of 35 patients on my caseload, 15 of which have... MH symptoms."

"It's sometimes difficult to gauge whether some patients are stable enough to support with any social needs."

## Key impacts: Quantitative & Qualitative

- Reviewed documentation and patient pathways, including escalation procedure, risk assessments and Lone Working Policies, which has strengthened the support for SPLW & patients.
- Introduced new standards and good organisational practice.
- Conducted pre-programme confidence survey results set the baseline to analyse growth and improvements.
- Secured mentoring support with Adult Mental Health practitioners improving mental and physical health and care for this cohort
- Standardising reports for SPLWs and streamline their referrals- introduction of JOY- integration of new system for all Primary Care Networks of Hillingdon
- Bespoke Training Programme for SPLWs

## Confidence Scale Results: Baseline



58%

Do not feel confident building holistic relationships with patients of this cohort and support them for their self advocacy.



57%

Do feel they have the skills to deal with a challenging behaviour when it is directed at them.



43%

Do not feel confident in discussing uncomfortable/sensitive information with patients & carers



42%

Feel they cannot easily analyse/identify a challenging behaviour in a patient.

## SPLW Specialist Training

The Training Hub have been working hard to develop a Specialist training programme for the SPwSI in Mental Health and Challenging Behaviours.

This training builds upon the Mental Health First Aider course.

### Breakaway training : Course Summary

- Legal frameworks
- Understand the causes and build up of an attack
- Actions to avoid being restrained or attacked
- Safely disengage from being held
- Safely disengage another person from being held
- Avoid and defend kicks and punches
- Post incident actions
- Record keeping and de-briefing



## SPLW Accreditation

- Review portfolio of SPLW patients with Mental Health and challenging behaviours to panel.
- Complete specialist training programme to build SPLW confidence and knowledge.
- Gain feedback from Mental Health Practitioner mentor who has offered support and guidance throughout the process and beyond.
- SPLW to respond to panel scenario questions as part of their experiential learning.