

SUPPORTING SERVICE USERS TO “SEE” THEIR PROGRESS

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Refocus on Recovery Conference



Dr. Hayley Thomas (Lead Clinical
Psychologist)

Pinetree Hospital
Ludlow Street Healthcare



| OUR SERVICE



Pinetree is a Locked-Rehabilitation Hospital, based in Cardiff

All clients have diagnosis of LD / ASD and Behaviours that Challenge, and are detained under the Mental Health Act

28 beds organised into single gender accommodation based on clinical need

Positive Behaviour Support (PBS) model of care

Clients are referred by both NHS England and NHS Wales

Increasing forensic population of service users

Building Better Lives



Monday
Looking after me

- Diet
- Exercise/Sport
- Health clinics
- Personal hygiene
- Health checks
- Medications
- Cardiac health
- Stress reduction
- Self care
- Sleep hygiene



Tuesday
Looking after where I live

- House keeping
- Tidying own room
- Laundry days
- Cooking and prep
- Décor and design



Wednesday
Living together

- Social skills - being nice, personal space, tolerating people
- Anger management
- Emotion regulation
- Tolerating distress
- Respecting your communal areas
- Reducing bullying
- Conflict management
- Appropriate sexual behaviour
- Sharing experiences
- Peer learning
- Shared interests
- Behaviour support

Friday
The community and me

- Individualised money management
- Open groups
- Recycling
- Police meetings

Thursday
Working together

- Reviewing treatment
- Being part of MDT
- Understanding rights
 - Advocacy
- Decision making and power
 - Transition work
 - Barriers to recovery
 - Hope for future



BUILDING BETTER LIVES (BBL)

A recovery-based model that offers a goal focused, person centred approach to Primary Prevention (alongside PBS). Reduces restrictive interventions by encouraging skill building and independence
Supports service users along their care pathway to community discharge

5 key domain areas:


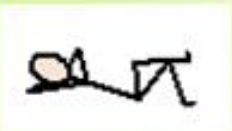
- Looking after me
- Living together
- The community and me
- Looking after where I live
- Working together

SMART goals are co-constructed with service users and monitored through an MDT approach they support the service user towards discharge.

BUILDING BETTER LIVES (BBL)

Building Better Lives
Week 2

TICK WITH THE STAFF ONCE YOUR GOAL IS REACHED for the day

	Date week commencing Monday.....	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Looking after where I live	<p>I have used the washing machine and dryer to do my laundry once this week</p> 							
Living together	<p>I have listened to staff and used my coping skills when I feel angry, for example relax in my bedroom, watch TV or talk to staff.</p> 							



CHALLENGES WITH APPROACH

Service users often struggle with the abstract concept of their “rehabilitation care pathway” and the link between the long-term incentive of “community placement” to the short-term goal

Service users are not always intrinsically motivated to work towards their goals • Staff and service users can become disillusioned with the BBL process

Our Solution: BBL goals are broken down into short-term individualised behavioural incentive plans

STRENGTH OF INCENTIVE PLAN PROCESS

- Increased autonomy for the service user
- Focus on developing skills for living in the community
- Clear instructions for all staff and easy read/visual aids for the service user

Meaningful short term incentives to promote progression through rehabilitation pathways

Goal setting is not enough.
Engagement makes the difference.

- Service users are able to see progress, and engage in recording this daily
- Collaborative work with service users
- Increased frequency of review

THE PROCESS

1) Collaborative SMART goal setting

3) Service users decide whether they want visual or written goals

5) Short term service user led incentives are then agreed to ensure that they are meaningful (Houghton et al., 2008)

2) Service users input their own motivational designs ensuring a person-centred approach

4) Information is clearly laid out for all staff to ensure consistency and understanding

6) Incentive plans are regularly reviewed and updated to ensure positive progression

JEAN'S INCENTIVE PLAN

AMAZING

Week commencing.....

Dream BIG					
Monday					Photography Group
Tuesday					
Wednesday					Walking Group
Thursday					Gym or Koestler Art Group
Friday					
Saturday					
Sunday					
Total	/4	/3	/4	/3	/7

AWESOME!!!

To earn my reward, I need to:

- Wash my hair - at least **4 times** per week (with or without staff support)
- Tidy my room at least **3 times** per week (with or without staff support)
- No bread for **4 days** this week. (Bread, baguettes, garlic bread, sandwiches)
- Done **30 minutes exercise** at least **3 times** per week (gym or long walk)
- Done **1 activity everyday** – Monday must be photography group, Wednesday must be walking group, Thursday must be the gym or Koestler art group.

*To help me get used to this plan - If I take part in **any activity** on the ward I can have a tick (art, walk in the garden, use gym outside, client meeting, etc.). This will be reviewed each week to help me build my activities up.

If I achieve my goals my incentive this week is:



PROUD

Goals are related to the overall aim of living in the community ensuring they are progression based

TJ's BBL Goals Incentive

This incentive plan was developed in MDT and Primary Team Meeting to encourage Tobias to meet his BBL Goals and reduce incidents of challenging behaviour.

How the plan works:

- Tobias's BBL booklet must be updated by the end of each day by his 1:1 staff member
- Tobias earns a **green token** every time he meets one of his BBL goals
 - There is a container in the nursing office to collect tokens
- To earn a certificate, **he must get 26 tokens** by Sunday evening
- The plan runs from Monday morning to Sunday evening

David's BBL goals:

Looking after me

- I have got out of bed by 11.30 today
- I have had a shower today

Looking after where I live

- I have made my bed today

Living together

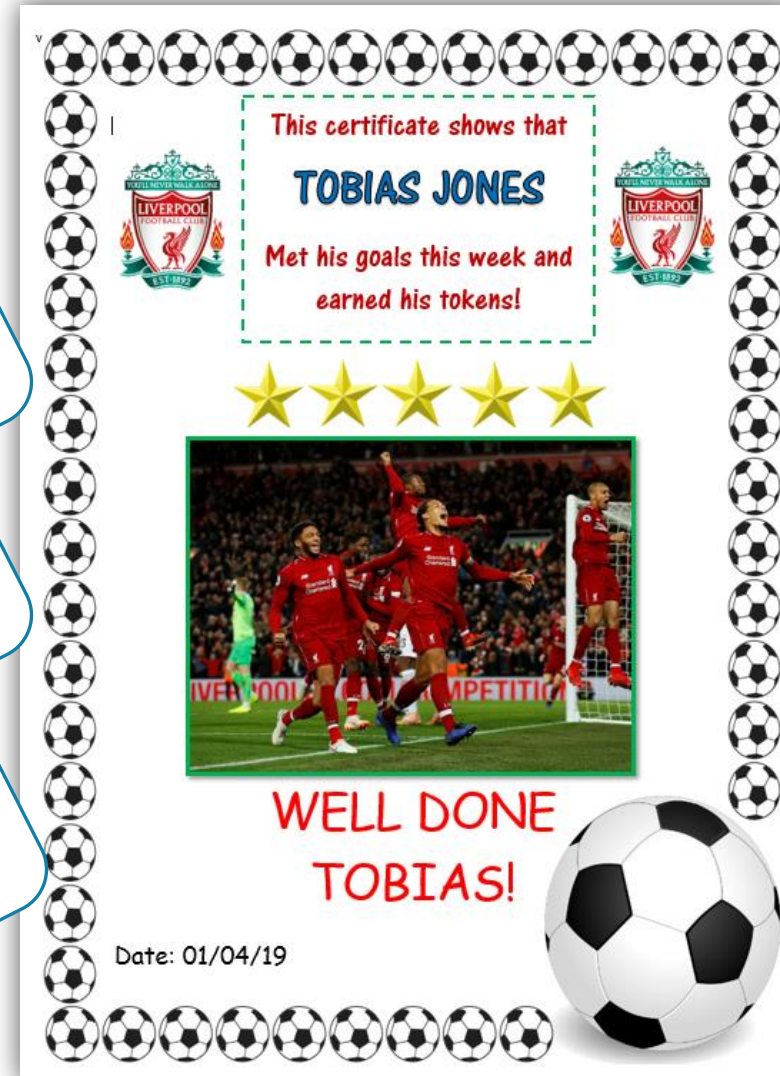
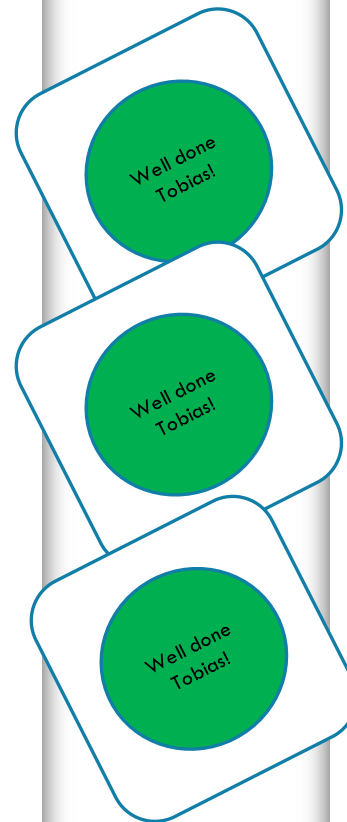
- I have listened to staff during incidents (or had no incidents)

Working together

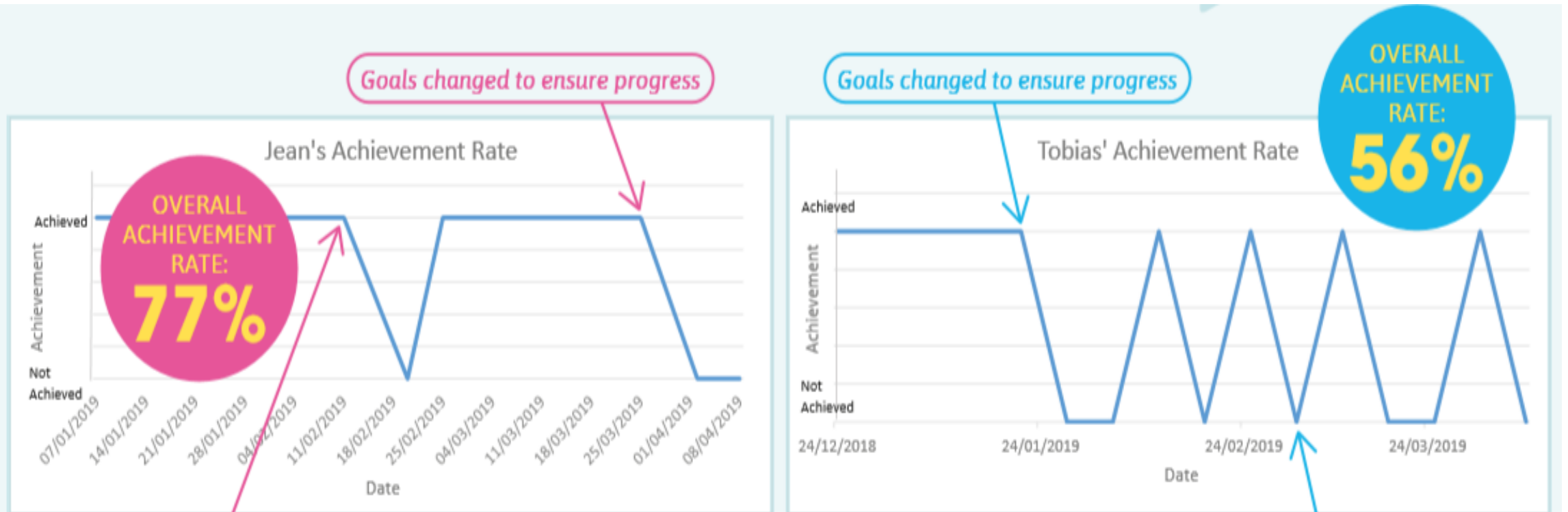
- I have done a meaningful activity with staff at least 3 times this week

Community and me

- I have gone for a walk to Rummy park or to play football in the park once this week



THE RESULTS



Goals changed to ensure progress

Goals changed to ensure progress

Goals changed to be more achievable

Profile reflects a number of identified difficulties with implementation when service user moved wards.

OUTCOMES

- Service users have spoken about boosts in their self-esteem
- More engaged in goal achievement
- Promotes engagement in activities
- Increase in feelings of achievements self-reported from service users
- Development of new skills
- More frequent review and amendment of goals.

REFLECTIONS

- Service users expressing they are not sure why they are using incentive plans and working towards their goals may evidence a lack of understanding around theory practice links
- Delicate balance to be maintained between service users having ownership of their own incentive plans and staff having oversight when awarding tokens / ticks
- On-going maintenance of goal reviewing and reminders of theory practice links required by psychology team
- Importance of a psychology presence on inpatient wards to role model how incentive plans should be used with supporting staff to ensure consistency
- Importance of staff feedback regarding whether the incentive plan is working, and any amendments they feel need to be made.
- Importance of a consistent staff approach to incentive plans
- Availability of staff to support service users to achieve their goals can hinder completion
- The importance of ensuring that staff are able to support service users in accessing their incentives.
- More structured data collection is required and has highlighted the need for an in depth audit of the process to be carried out

SERVICE USER FEEDBACK



Thanks for Listening

Any Questions?



LUDLOW STREET
HEALTHCARE

Ludlow Street Healthcare Group
5th Floor Harlech Court
Bute Terrace
Cardiff CF10 2FE

T: 029 2039 4410

E: info@lshealthcare.co.uk