



Health
Nepean Blue Mountains
Local Health District

TOGETHER
ACHIEVING
BETTER **HEALTH**

Security Report

Mental Health

NBMLHD Mental Health

October 2021



Acknowledgement of Country

The Nepean Blue Mountains Local Health District would like to acknowledge the Darug, Gundungurra and Wiradjuri people as the traditional custodians of the land that the Local Health District services. We would also like to pay our respects to all Elders both past and present from the many nations we journey through, and communicate with, on a daily basis as employees of the Local Health District.

Nepean Blue Mountains Local Health District is committed to providing culturally appropriate, accessible services that will improve the health status of Aboriginal and Torres Strait Islander people in our communities. We recognise that increasing our own cultural competency is a priority in order to achieve this commitment.



Artwork: 'We All Share the Same Water' By Leanne Watson, Shay Tobin and Leanne Tobin

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Background

During the last risk assessment, there was an additional potential risk mitigation and management strategy which was identified and which are being considered as part of this report. This report will focus on exploring the option of employing Health and Security Assistants (HASA's) in the Nepean Mental Health Centre and Blue Mountains units.

Therapeutic Model of Care

Trauma-informed care is an approach to healthcare service delivery based on an understanding of the ways trauma affects people's lives, their service needs and service usage. Adopting a trauma-informed care approach has the potential to reduce the use of seclusion and restraint; enhance therapeutic relationships and their basis in trust, collaboration, respect and hope; and improve outcomes and value.

Trauma-informed care is based on the understanding that:

- a significant number of people living with mental health conditions have experienced trauma in their lives,
- trauma may be a factor for people in distress,
- the impact of trauma may be lifelong,
- trauma can impact the person, their emotions and relationships with others.

Core trauma-informed principles:

- Safety – emotional as well as physical e.g. is the environment welcoming?
- Trust – is the service sensitive to people's needs?
- Choice – do you provide opportunity for choice?
- Collaboration – do you communicate a sense of 'doing with' rather than 'doing to'?
- Empowerment – is empowering people a key focus?
- Respect for Diversity – do you respect diversity in all its forms?

The principles of a recovery oriented approach include understanding that each person is different and should be supported to make their own choices, listened to and treated with dignity and respect. Each person is the expert of their own life and support should assist them to achieve their hopes, goals and aspirations. Recovery will mean different things to different people

The combination of trauma informed care and a recovery orientated approach combine to create a therapeutic environment.

Mental Health Security Incidents

Over the last 12 months (1-JUL-20 to 7-JUL-21) there have been 23 security incidents where security staff were assaulted/injured in Mental Health or by patients scheduled under the Mental Health Act. The analysis of these incidents breaks it down into locations, as in the below table:

Location of Incidents	Count
Blue Mountains ED Emergency Department	1
Mental Health Blue Mountains Mental Health Unit BMU	4
Mental Health Centre Nepean Acute Mental Health Unit AMHU	2
Mental Health Centre Nepean High Dependency Unit HDU	5
Mental Health Centre Nepean Triage and Assessment Centre TAC	4
Nepean ED Emergency Department	6
Mental Health Unit Unknown	1

Total	23
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Nepean Mental Health Centre

This report is focusing on exploring the option of employing Health and Security Assistants (HASA's) in the Nepean Mental Health Centre. When you exclude the locations outside of the Nepean Mental Health Centre, there were 12 security incidents over the last 12 months, as the below table shows:

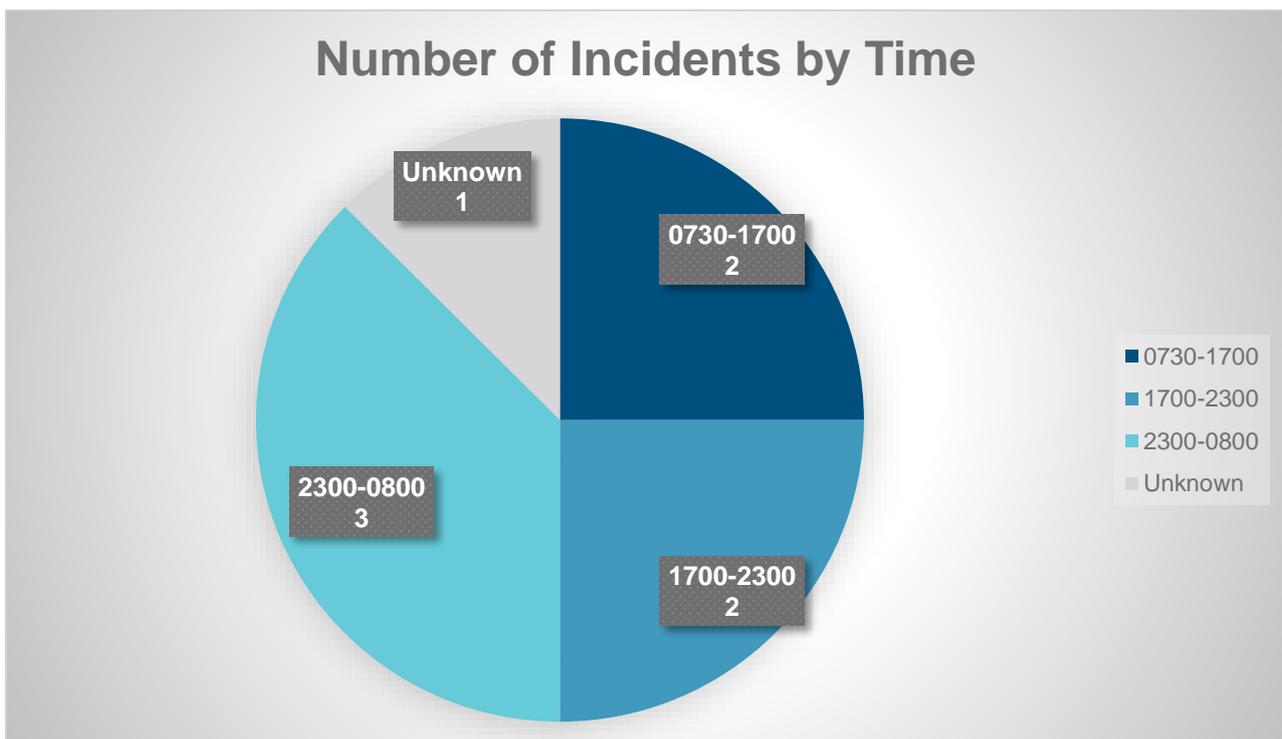
Location of Incidents	Count
Mental Health Centre Nepean Acute Mental Health Unit AMHU	2
Mental Health Centre Nepean High Dependency Unit HDU	5
Mental Health Centre Nepean Triage and Assessment Centre TAC	4
Mental Health Unit Unknown	1
Total	12

The Triage and Assessment Centre (TAC) within the Mental Health Centre has a security officer onsite 24/7. As a part of this report, we are excluding the TAC incidents due to a security officer already being employed and covering the unit. When excluding the TAC incidents, there are 8 incidents at the Nepean Mental Health Centre over the 12 month period. Of the 8 incidents, two incidents are where two staff were injured.

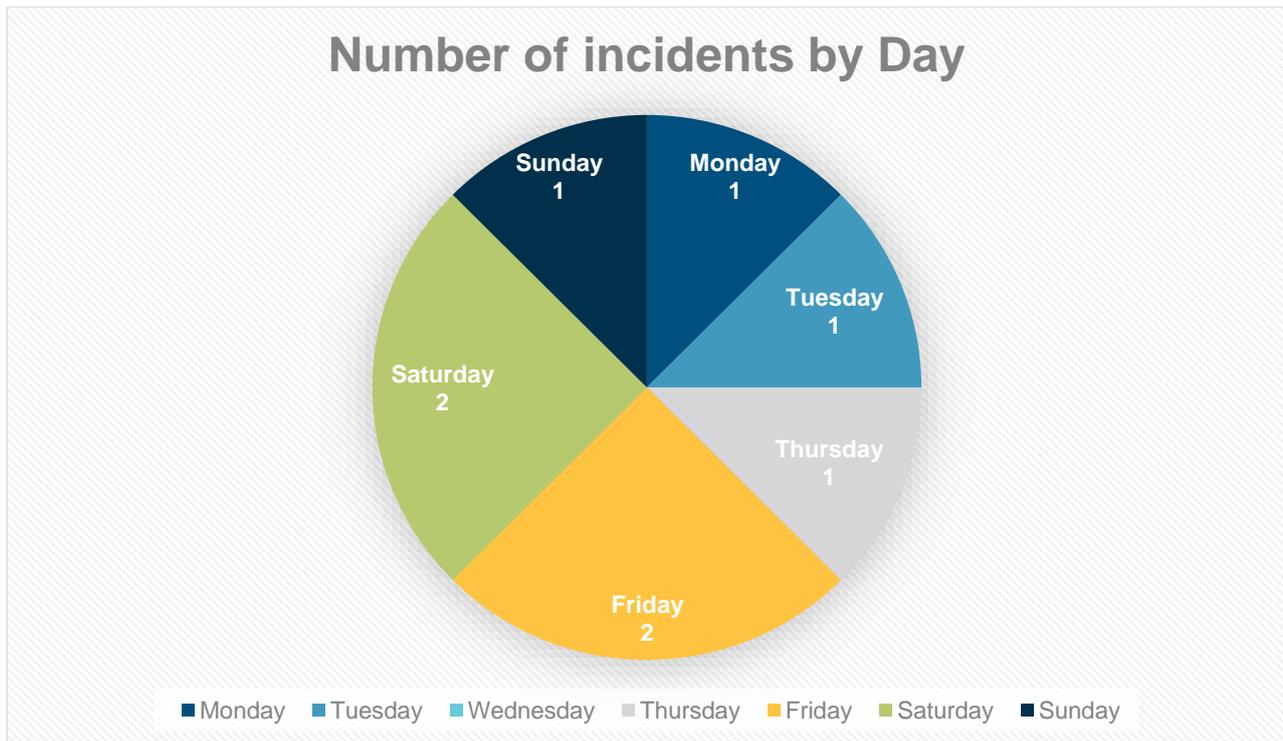
Location of Incidents	Assaults / Injuries
Mental Health Centre Nepean Acute Mental Health Unit AMHU	2
Mental Health Centre Nepean High Dependency Unit HDU	7
Mental Health Unit Unknown	1
Total	10

Days & Times of Incidents

The times of incidents occurring in Acute, HDU and unknown unit:



The day of incidents occurring in Acute, HDU and unknown unit:



Blue Mountains Mental Health

This report is also focusing on exploring the option of employing Health and Security Assistants (HASA’s) in Blue Mountains Mental Health. When you exclude the locations outside of this, there were 4 security incidents over the last 12 months.

Use of Security

It is important to understand that Mental Health have been told by Nepean Security that they don’t keep logs of jobs requested incidents, reasons, or number. This makes it difficult to get a comprehensive analysis of the security role within Mental Health.

Security Attending Nepean Mental Health Centre

The below is an average number- numbers can vary according to increase in complexity of consumers:

Location of Incidents	Count
Mental Health Centre Nepean Acute Mental Health Unit AMHU	1 p/day
Mental Health Centre Nepean High Dependency Unit HDU	1-7 p/day
Mental Health Centre Nepean Triage and Assessment Centre TAC	1-2 p/week
Mental Health Centre Nepean Older Persons Unit OPU	1-3 p/week
Mental Health PECC	1-2 p/week

Of note, the High Dependency Unit will call security to attend for each seclusion review. This occurs one hour after seclusion has commenced and then four hourly. This is included in the above numbers.

Security are not always called for aggressive patients. They can be called for escorting involuntary consumers for medical imaging and escorting for ECT. Security can be called to assist in restraining patients for the clinically lead process of administration of medication.

Security Attending Nepean Mental Health Tribunal Days

Nepean Mental Health Centre have a hearing scheduled every second Thursday and there is additional security in place for the hearing, for the whole day. This security officer stays within the tribunal room.

There are potential ad-hoc Tribunal Hearing days that can occur a few times a week. The process is to request an additional security officer for the hearing day (minimum 4 hours).

Recommendation

A number of NSW Health districts use Health and Security Assistants (HASA's). Western Sydney LHD Mental Health service currently use a HASA in their MHICU, whilst Illawarra Shoalhaven LHD use HASA's in both their mental health sites. Other sites that use HASA's include Prince of Wales Hospital & Lismore Base Hospital.

Key points they use HASA for is:

- Intention for role is for aggression minimisation strategy
- Communication with consumers
- Relational security role- rapport between consumers and security staff
- Escorting for medical imaging, ECT
- General duties, cleaning, stocking
- Assist in aggressive incident

Consumers have found HASA's valuable as they are a point of contact between all staff and the consumers, a person of trust, rapport. Staff experience of the HASA's have found them valuable, engaged in the unit and consumers, assisting with general ward duties and consumer.

The primary purpose of the Health and Security Assistants would be:

- Maintaining a high standard of security and documentation of incidents
- Assist with the management of aggressive and/or difficult patients and visitors
- Respond to alarm signals to ensure a safe and secure work environment for staff, patients and visitors,
- Performing general and cleaning duties to support clinical services.

Based on the review of the risk assessment, model of care and data analysis, the Mental Health service has come to the conclusion that no additional security officers are required. However, we are recommending 1.5 FTE Health and Security Assistants (HASA's) at the Nepean Mental Health Centre to work Monday - Friday.