

Canberra Health Services Adult Mental Health Unit Update

Dear Member,

The HSU has received correspondence from Canberra Health Services regarding a proposed trial of 24-hour coverage by Wardspersons of the Adult Mental Health Unit. A draft Memorandum of Understanding has been produced to support this trial – a copy is attached to this newsletter.

Any affected members who wish to provide feedback in relation to the proposed Memorandum of Understanding can do so by emailing Olivia Forsyth-Sells at the HSU at Olivia.Forsyth-Sells@hsu.asn.au.

Please provide any feedback by Friday 18 October 2019.

In unity,



Gerard Hayes
Secretary, HSU NSW/ACT/QLD

Wardspersons - Adult Mental Health Unit (AMHU)

Purpose	<p>The role of the Wardspersons is to:</p> <ul style="list-style-type: none"> • Work collaboratively with the AMHU team to respond to identified escalation in consumer behaviour, and under guidance and direction, use de-escalation techniques when required • Support clinical staff in the protection of staff, consumers, visitors at the Adult Mental Health Unit (AMHU) • Form part of the AMHU response team to respond to emergency codes • Support maintaining the safety of gender and vulnerable persons • Alert AMHU staff to incidents and emergency situations
Hours of Duty	<p>This position operates on a 24 hour a day basis</p> <ul style="list-style-type: none"> • Day shift 0800-2000 • Night shift 2000-0800
Uniform	<p>Wardspersons are to wear the designated Wardspersons uniform during all shifts</p>
Governance	<p>This position reports directly to the Wardservices Manager and for local AMHU matters report to the AMHU Shift Team Leader and/or AMHU CNC</p>
Shared Responsibilities	<p>To support the above reporting relationships and objectives of the position the following shared responsibilities of the Wardspersons, AMHU staff and Security are required:</p> <ul style="list-style-type: none"> • Close collaborative relationship between clinical staff, Wardservices and Security whilst respecting the limits of information sharing and an appreciation of the separation of clinical responsibilities and the Wardspersons responsibilities • Ongoing communication to ensure awareness of information which will facilitate clinical roles and Wardservices; the end result being the therapeutic outcome for each admitted consumer who is within the AMHU • Daily communication between Wardspersons, Security and the Shift Team Leader and/or AMHU CNC regarding patients and staff safety risks and management • Sharing of issues arising from day-to-day operations, such as damage to the facility, prohibited items found on the unit, communication issues • Reporting on identified inappropriate behavior or contact between parties and suspected illegal activities to the AMHU Shift Team Leader and/or AMHU CNC
Training	<ul style="list-style-type: none"> • PART training • Local AMHU orientation (as provided to AMHU staff) • Appropriate training in Mental Health awareness e.g. drug intoxication etc • Further training as identified, which support the local areas training needs

Duties

Commencement

On commencement of duty the Wardspersons will:

- Identify and introduce themselves to the AMHU Shift Team Leader and/or AMHU CNC
- Receive a handover/briefing from the outgoing AMHU Shift Team Leader and/or AMHU CNC including:
 - any current at-risk behaviour on the ward
 - any emergency codes being activated in the preceding 12 hours
 - observable or notable deterioration in patients mental state which may cause escalating risk
 - infrastructure risks including faulty or broken equipment, windows, doors etc.
- When in clinical areas, personal property such as mobile phones, smartwatches etc. are stored in staff lockers provided
- Collect and test their access card, radio, duress handset, eye protection and other issued equipment as required

Support to AMHU staff

- Early identification and response to escalating/deteriorating behaviours
- Prevent risk of harm to others within legislative and duty of care requirements
- Provide a roaming presence to maintain situational awareness
- Form part of the AMHU response team to respond to all emergency codes (Blue, Red, Orange, Purple, Yellow, Black and Brown) the Wardspersons will provide a watch and act response as directed by the person in charge of the shift
 - Respond to all code blacks as advised by AMHU Shift Team Leader and/or AMHU CNC
 - PART techniques to be used at all times
 - Minimal use of force to be used in all restraint activities
 - The Wardspersons will follow the direction and leadership of the AMHU Shift Team Leader and/or AMHU CNC
- As required, Wardspersons may be requested to assist nursing staff in new admissions which may include assisting in checking of personal belongings
- Assist with the removal of prohibited items
- Regularly liaise with the AMHU Shift Team Leader and/or AMHU CNC regarding consumer behaviour and risks
- Attend debrief or post incident reviews as required
- On rare occasions may assist with patient transport requested by Wardspersons Manager
- Perform other duties within the scope and responsibilities of a Wardspersons only

Shift Hand Over Arrangements

Hand over time	Hand Over	Attendees
0700 – 0730	LDU / HDU Handover	1x Night shift Wardspersons AMHU staff
0730	HDU Environmental Safety Check LDU Environmental Safety Check	1x Night shift Wardspersons 1x Senior Security Officer AMHU staff
1300 - 1330	HDU Handover LDU Handover	1x HDU Day shift Wardspersons 1x LDU Day shift Wardspersons AMHU staff
1330	HDU Environmental Safety Check LDU Environmental Safety Check	1x HDU Day shift Wardspersons 1x LDU Day shift Wardspersons AMHU staff
2100 – 2130	LDU / HDU Handover	1x Night shift Wardspersons AMHU staff
2130	HDU Environmental Safety Check LDU Environmental Safety Check	1x Night Shift Wardspersons 1x Senior Security Officer AMHU staff

Conclusion of Shift

- Provide a handover to the oncoming Wardspersons and Shift Team Leader and/or AMHU CNC
- Return and account for all access cards, radios, duress handsets, eye protection and any other equipment received during the shift, noting it in the security log

Documentation

- Report critical incidents to the Wardspersons manager verbally and via the RiskMan system and/or email

Patient Experience

- Wardspersons to maintain positive communication and engagement with consumers that is 'measured' (e.g. inclusive of polite and courteous interactions)
- The requirement is to balance friendly and polite conversation without engaging in discussion of personal and/or clinical issues

Safety

- Where practical, every incident should be contained and isolated
- Where the use of force cannot be avoided, force used must be necessary, proportionate and reasonable for the situation
- Wardspersons are to be accompanied by clinical staff when entering consumers bedrooms, unless they are the first responders to an alarm or code



Confidentiality

- Wardspersons entering CHS sites must maintain confidentiality and exercise discretion in relation to any matters arising or relating to the facility or any persons there in
- All consumer information is confidential. It is a requirement of all staff to keep any information they may obtain during their duties, strictly confidential. This also includes information you have been told by AMHU staff or people admitted to the ward
- No person may use his/her position or situation to unlawfully obtain access to confidential information and care must be taken to ensure patient health records and information from CHS sites

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