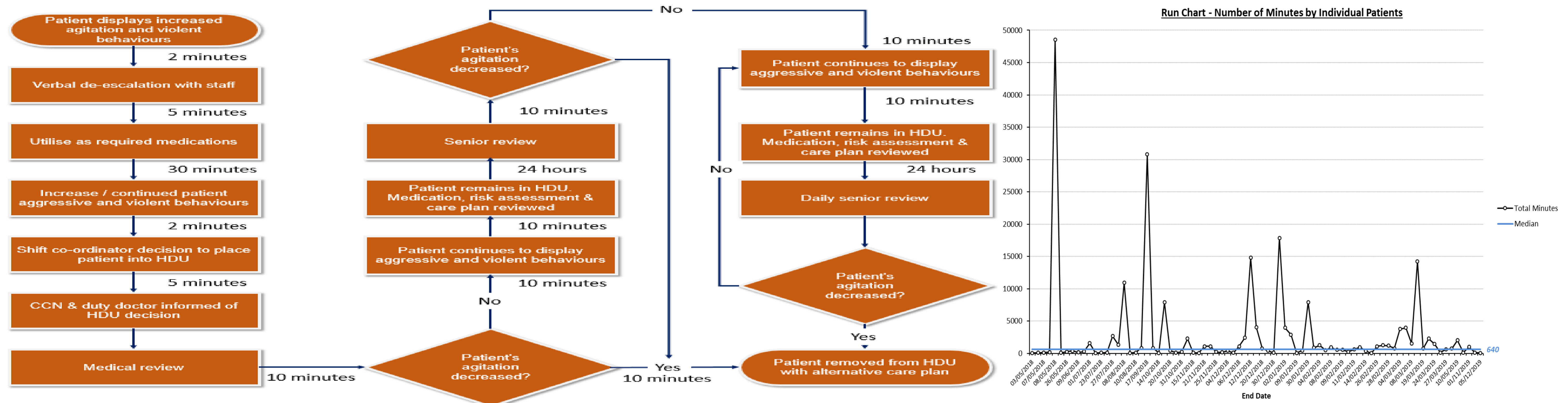


To improve patient experience when being cared for in the High Dependency Unit, Royal Edinburgh Building

Laureen Gray, Charge Nurse, Psychiatry

Quality issue

Patients who require to be cared for in the High Dependency Unit (HDU) are experiencing poor amenities with no access to furniture and little interaction with nurses outside the unit. This can lead to increased lengths of agitation and subsequently prolonged periods of time in HDU.



Aim

To improve patient experience when being cared for in the HDU at the Royal Edinburgh Building.

Priorities for improvement

A visit from the Mental Welfare Commission (MWC) commented on the lack of facilities and the general decor of the unit. Patient feedback has also indicated the facilities in the unit are not pleasant and adding to their stress.

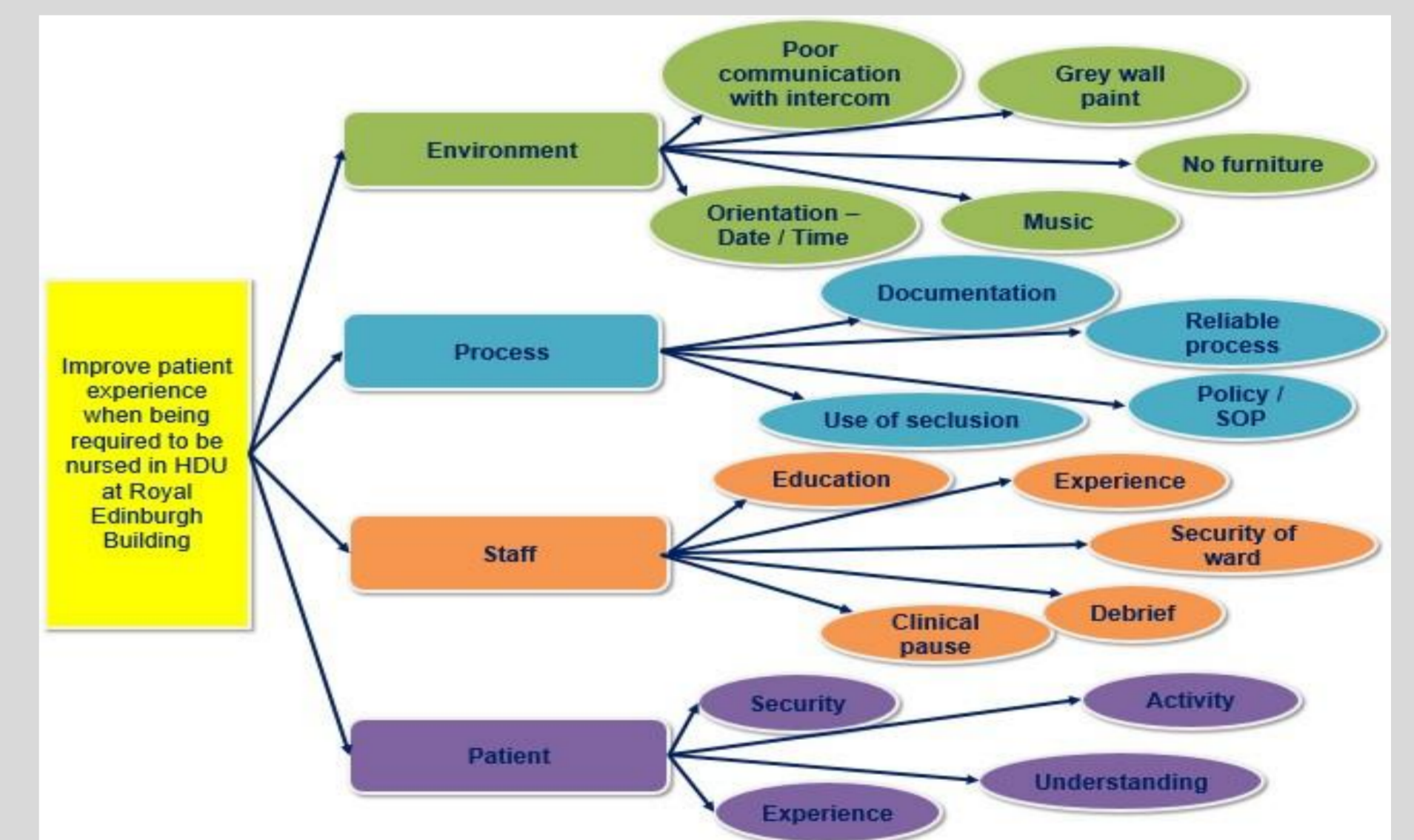
“The walls should be a happy colour”

“Creates lunatics”

“Lonely”

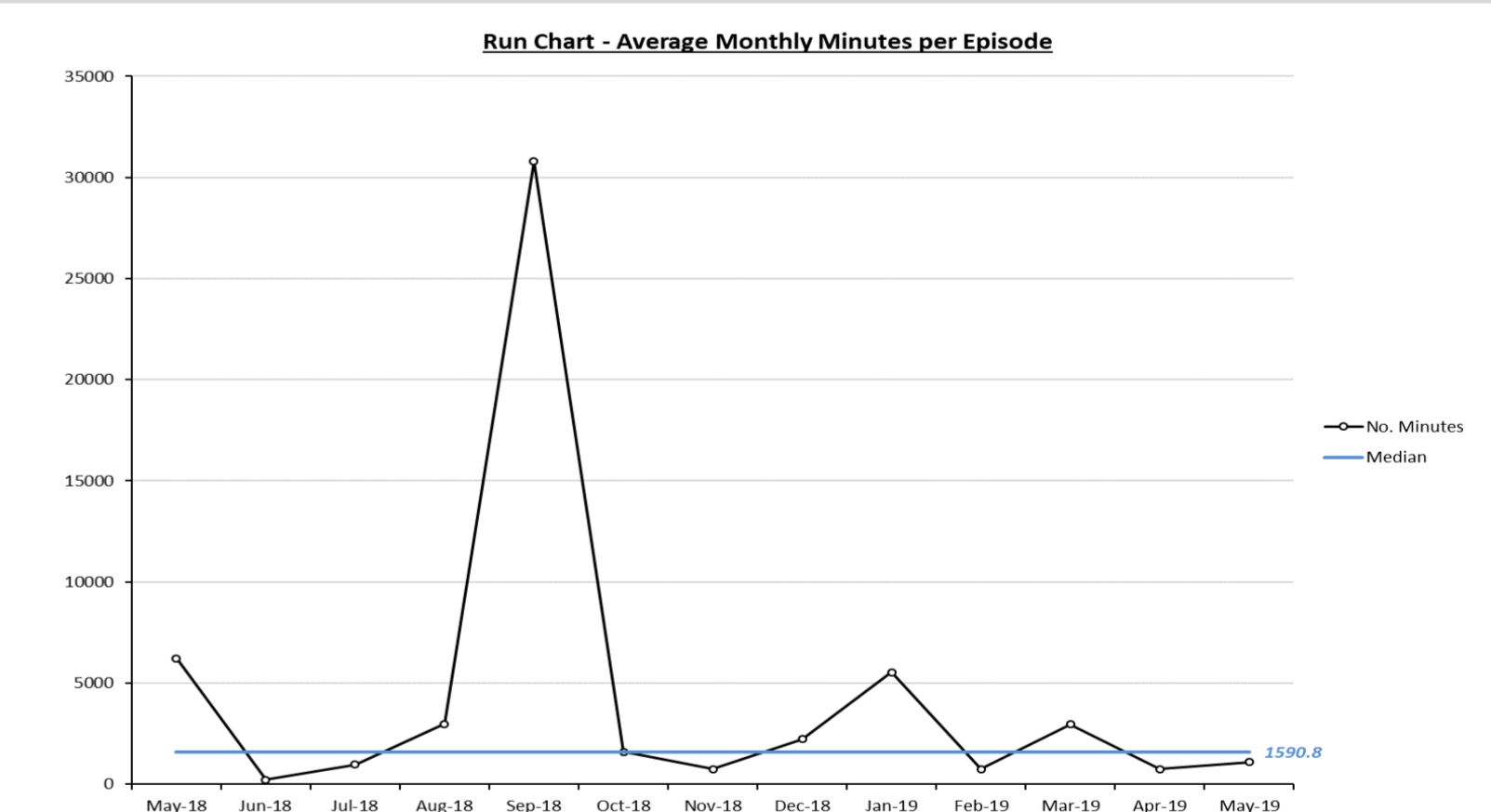
The whole team agreed to look at improving patient experience and a driver diagram helped to identify areas to improve the overall aim. The first ideas the team wanted to test were provision of a clock and whiteboard, to help patients orientate time and date.

The team then looked at purchasing suitable furniture for the unit and this is now on order. Decoration of the unit has been approved and the team is looking forward to seeing the results soon.



Measurement of improvement

The data indicated that some patients were spending considerable amounts of time in the unit, however by concentrating on improving the experience for patients, we have raised awareness of the process and this has become a focus for staff.



Next steps

Furniture for the room has been ordered and will be in place in the near future. Looking at the driver diagram the next area of focus will be addressing the seclusion policy and HDU debriefing.

Lessons learned and message for others

Be patient, nothing happens overnight when you are making improvements but there will be change. Use your skills to encourage others to take on new ideas and new challenges, more confidence in using what I have learned through the academy.