

Background

Currently based on the REH site, Lothian CAMHS IPU is a 12 bedded generic unit for young people aged 12-18. It is staffed by a MDT made up of Nursing, OT, Psychology, Psychiatry, Dietetics and Social Work. The unit admits young people whose mental health difficulties are of a level of severity that cannot be managed on a day patient or outpatient basis. The main presenting problems are eating disorders, depression and self harm and psychosis.

Problem

Based on complaints from parents there was a belief that there is a problem with communication in the IPU.

Intervention

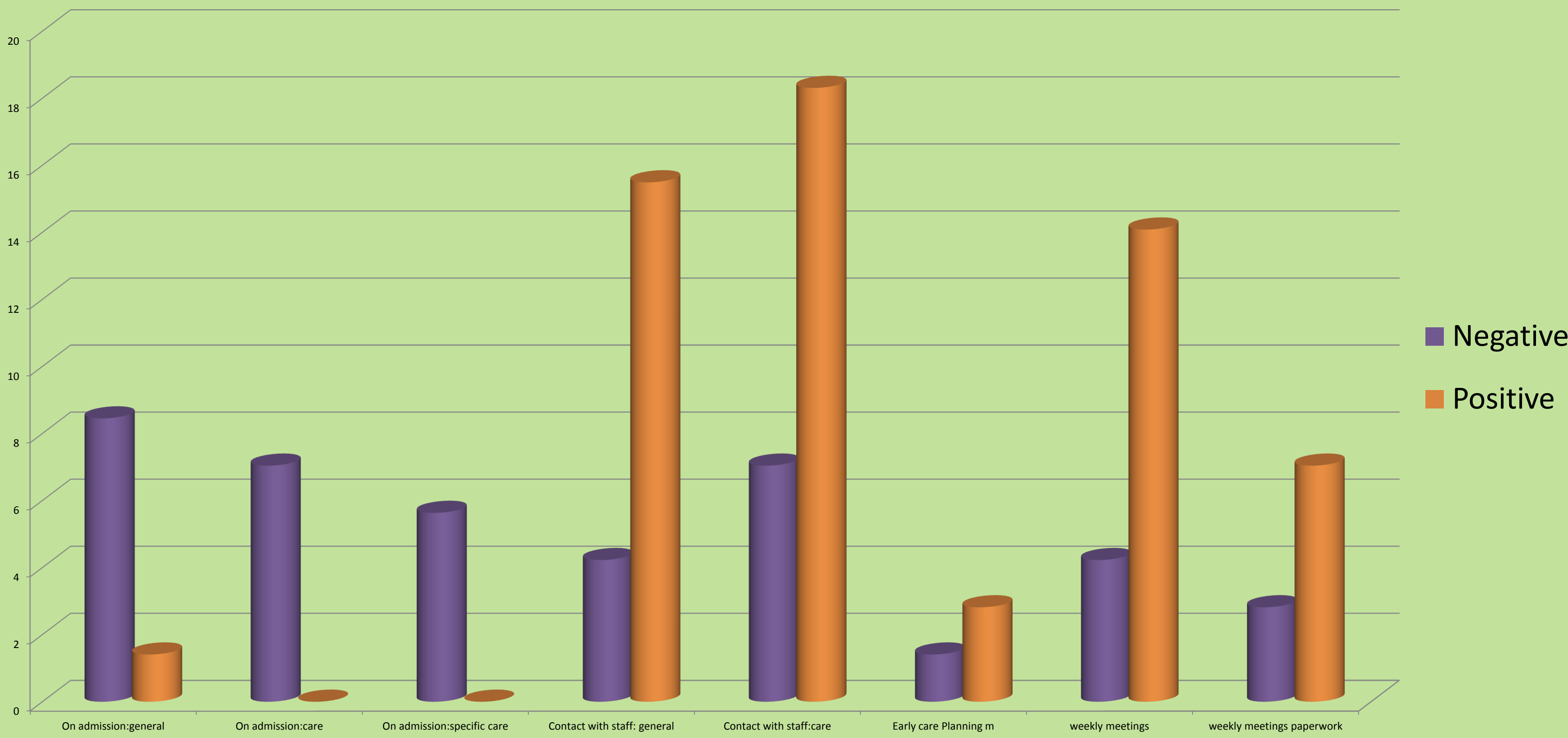
Aim: To investigate parents’ views about communication with the IPU

Strategy for change

Diagnostics

- 1. Interviewed 12 parents. Open questions about communication from IPU
- 2. Tally chart for staff: informal comments about communication, negative or positive
- 3. Looked at Datix, additional information from Head of Service about complaints. (2 & 3 gave no useful information)

Themes from interviews with parents

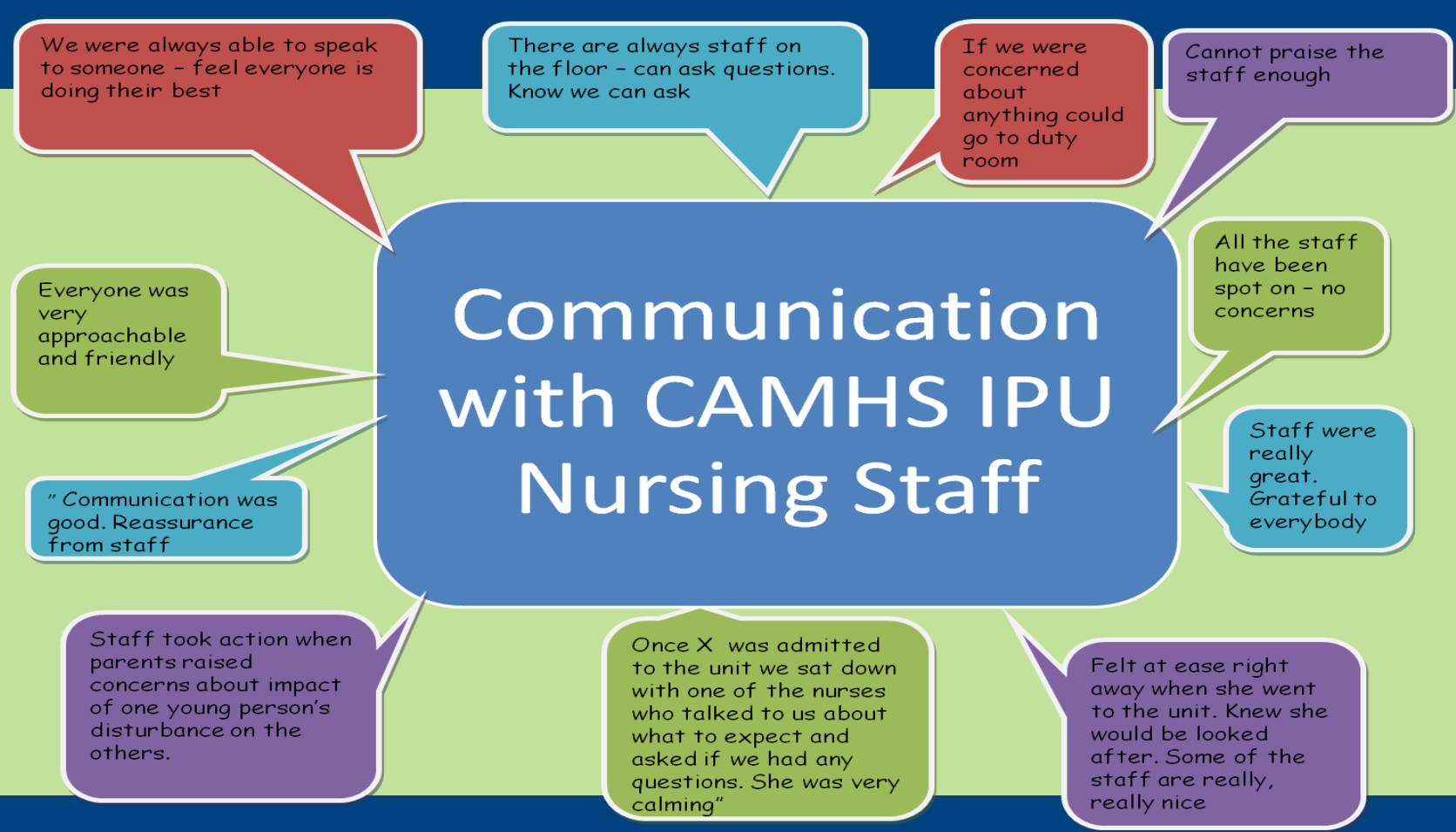


Measurement of improvement

Based on some of the issues raised by parents we have started to look at improving the information given to families during the first 2 days or so of an admission. Recently circulated a list of suggested points to cover in first contacts with nursing staff (e.g. where to park, how to get out of the building when the door is locked) and have asked parents to recommend others they think would be helpful.

Effects of change

Good to be able to share so much positive feedback to staff about how well they are already communicating with parents. Also encouraging that the weekly meetings and associated feedback are generally being well received.



Lessons learnt and message for others

There are clear areas in which we can continue to make improvements in relation to how we communicate with parents. Overall however our preliminary investigations have yielded more positive than negative feedback suggesting that communication is less problematic than once believed.