**Camden and Islington Trust**

**Volunteer Debrief Service**

**The Debrief Template Tool**

The Debrief template was developed to provide a focus and guide for volunteers in their debrief conversations with patients and record the discussion.  Having a paper form means that it is easy to photocopy and allows it to be shared with the patient and ward manager.

It includes the following questions:

* In your own words can you describe what happened?
* Prior to the incident can you think of anything that was making you particularly upset?
* Is there anything that would of helped prevent it from happening & could this be done in the future?
* Do you need any further support around this incident? (Advocate, informing relatives, pursuing a complaint)

These questions were initially put together by our then Lead for Reducing Violence and Aggression to try and ensure that were capturing important learning to stop incidents happening in the future but also that they were meeting the needs of the patient.  They were checked with our Positive and Proactive Care Group of senior leaders and also by our volunteers with lived experience to ensure they were felt appropriate by both groups.

What is recorded on the form is checked with patients to ensure everything has been understood correctly and includes everything they want to share.  This gives control to the patient about what is being shared and this is particularly important at a time when they may feel like that they have no control.

A copy of the form is given to the patient as this is their document, about their care and the project is just the conduit to enable their voice to be heard.  Having a copy of the document would allow patients to challenge staff if they recognise that their voice is missing from their care plan, although I don’t think this happened.

If they have indicated wanting support around the incident they are given details about the independent advocate service and information about our advice and complaints service.  The volunteers do not support with making a complaint.  If relatives were to be informed this would be actioned by staff.

The Ward Manager or Charge Nurse will also receive a copy of the completed Debrief.  This allows them to action the patient voice by ensuring anything relevant is incorporated into the patients care plan.  They can also use the completed debrief in supervisions and team meetings to assist with staff learning and reflections.

A third copy comes back centrally to the Project Manager; they will run through the Debrief to understand the discussion that took place.  They will collate any themes that have emerged and incorporate this in our learnings to share with our senior management group.  They will also identify if any safeguarding issues/serious concerns are raised and flag these with the relevant Matron and Head of Nursing for Acute Services.

Initially the Debrief template form to record the discussion was a one page landscape document which had columns for completing the questions/discussion. As patients had a lot to say and share this didn’t work for volunteers and was very difficult to complete.  So the form was amended to a two page portrait document with more space which was easier to use.