

Camden & Islington - Restraint Peer Debrief volunteers Insight & Impact Report

Headline Findings

- ❖ **Volunteers support an increase in uptake of restraint debriefs**
- ❖ **Volunteers ensure care is more patient centered**
- ❖ **Volunteers contribute to improving patient experience**

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A. Introduction

Volunteers are crucial to the NHS’s vision for the future of health and social care as they work in partnership with skilled staff to perform a variety of roles that support patients and staff.

The aim of the Volunteer Innovators Programme (VIP) was to develop and assess impactful volunteer innovations that can be refined and shared to other UK trusts looking to adopt effective volunteer services. The innovations were chosen based on their potential to make the most impact, and their ability to be tested and scaled in other NHS settings. The aim of our Insight and Impact work has been to assess the impact of each innovation on staff, patients, volunteers and the system.

Debriefs allow service users (SUs) to address the emotional impact and issues of physical harm to be addressed following a restrictive intervention, and they help to identify and manage on-going risks. The National Institute for Health and Care Excellence (NICE) guidelines state that debriefs should occur after the use of a restrictive intervention to manage aggression in inpatient psychiatric settings.

Camden & Islington NHS Foundation Trust (hereon in Camden) has offered debriefs of this kind to service users (SUs) for some time but uptake has been low. SUs have previously declined debriefs due to feeling upset, traumatised, angry, or embarrassed. Quite often the debriefs were offered by a member of staff who had been part of the restraining team and

feedback suggested that most SUs did not want to discuss these incidents with members of staff for fear of future care being affected, or the possibility of causing offence.

It was thought that debriefs, offered by Restraint Peer Debrief volunteers, might lead to higher uptake of debriefs, which in turn would improve patient experience and satisfaction. Indeed, the volunteering team at Camden had previously used SU volunteers to help collect SU feedback in other areas, which had positive results - e.g., higher returns of feedback with many SUs reporting feeling more comfortable and at ease providing such information to their peers. By increasing the uptake of debriefs, there could be positive results in other areas such as reduced levels of violence and aggression on wards, and reduced number of re-restraints. It is thought that this could potentially reduce sickness absence rates and improve staff morale as well.

At the start of the project there were 6 Restraint Peer Debrief volunteers introduced across eight (8) wards. By the end of the project, there were 11 Restraint Peer Debrief volunteers working across 10 wards.

B. Methodology & Sample

Key insight & impact questions for this project:

1. Do Restraint Peer Debrief volunteers increase uptake of debriefs to align with NICE guidelines?
2. Do Restraint Peer Debrief volunteers ensure that care is more patient-centred?
3. Do Restraint Peer Debrief volunteers improve patient experience? *
4. Do Restraint Peer Debrief volunteers improve practice and safety? (NOTE: it was initially explored whether 'repeat restraints' could be used as an indicator for this outcome but it was agreed that reviewing quotes from staff would be sufficient for the project) *

* Quotes and case studies were reviewed to answer this question.

Patient

Patient surveys were not issued because of the sensitivities around the subject matter.

Staff

Responses from staff were collected using the VIP Staff Survey which was administered every quarter throughout the innovation. See Appendix A for a copy of the VIP Staff Survey.

Total number of responses to VIP Staff Survey from this trust: 25 responses, this consists of 11 Nurses, 9 Healthcare Assistants, 1 Assistant Practitioner, 1 Housekeeper and 1 Doctor (2

Unknown). The distribution of staff pay bands ranges from Band 2 - Band 7 and is broken down as: Band 2 (n=7), Band 3 (n=3), Band 4 (n=2), Band 5 (n=2), Band 6 (n=6) and Band 7 (n=5).

Volunteer

Responses from volunteers were collected using the VIP Volunteer Survey which was administered every quarter during this innovation. See Appendix B for a copy of the VIP Volunteer Survey. **Total number of responses to VIP Volunteer Survey from this trust: 12** responses from volunteers, this consists of 7 Females and 4 Males (1 unknown), age range 83% 16 - 60 years and 17% 61 years and over.

Insights from volunteer reflections, case studies, and quarterly reports have also been included in this report.

C. Key findings

Total Activity

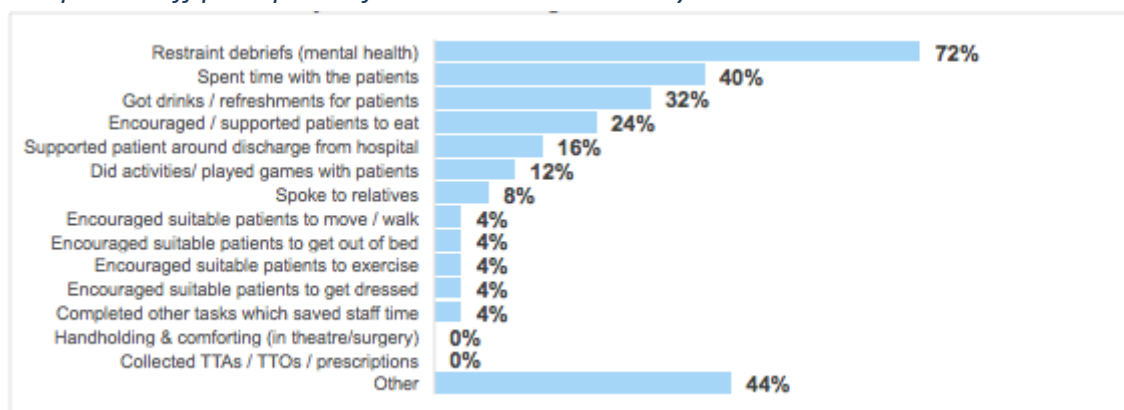
Total number of patients supported during VIP: 116

Total number of volunteers recruited during VIP: 7

Total number of volunteer hours during VIP: 172

Activities undertaken by volunteers in Camden: When staff were asked to select activities they saw volunteers performing (multiple selections were allowed), 72% of responses involved undertaking restraint debriefs. Additional activities included: spending time with patients (40% of responses), getting drinks/refreshments (32%) and encouraging patients to eat (24%). A breakdown of the activities selected by staff is presented below in Graph 1.

Graph 1: Staff perception of activities undertaken by volunteers at Camden



- 1) **Do restraint peer debrief volunteers increase uptake of debriefs to align with NICE guidelines?**

Increase in uptake of restraint debriefs

There is compelling evidence of an increased number of debriefs accepted by SUs as a result of scaling the Restraint Peer Debrief volunteer service.

- a) *Increase compared to control wards (wards with no volunteer support):* Between June and December 2019, in the wards where there were volunteers to support debriefs, 37% of patients who were restrained received a debrief. This is more than doubled compared to the control wards where there were no volunteers to support debriefs (where 14% of patients who were restrained received a debrief).
- b) *Increase compared to baseline (same timeframe as previous year when service was not scaled):* Between June and December 2019, when restraint peer debrief volunteers were supporting debriefs across 8 wards and staff were managing debriefs across 3 wards, 32% of service users who were restrained received a debrief. This is a marked increase from the previous year and the same time period prior to VIP for the same 11 wards (11%).

Low number of patients declining a restraint debrief

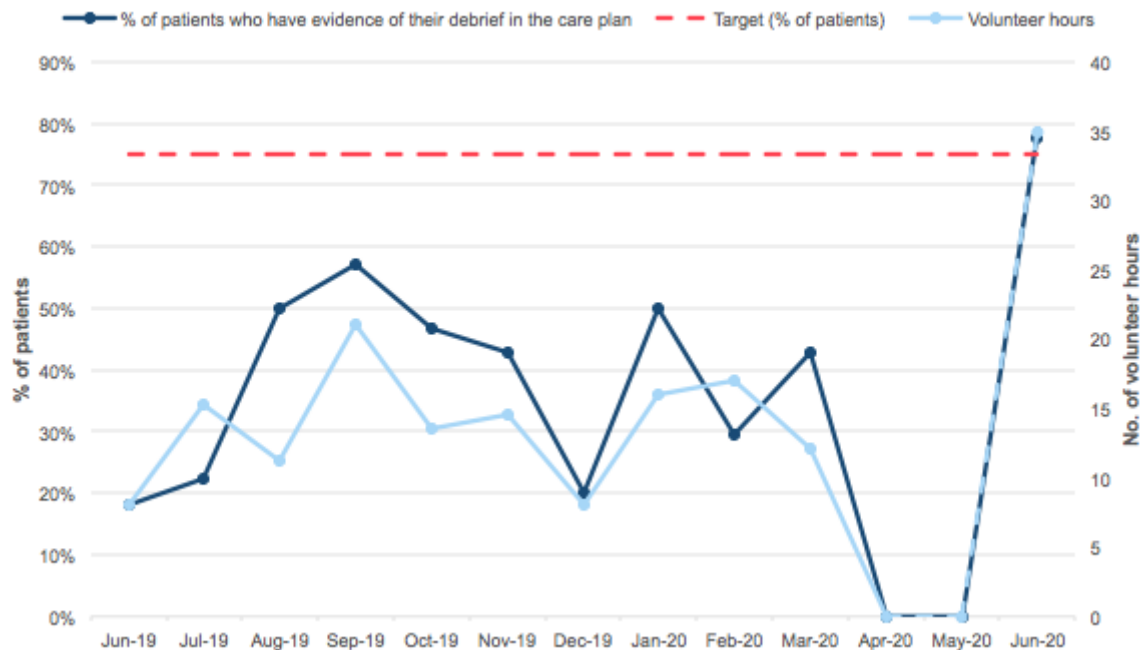
Throughout the programme (June 2019-June 2020), it's clear that the number of times a debrief was declined remained very low (n=10; 4% of all offered debriefs). This data suggests that Restraint Peer Debrief volunteers help to increase the uptake of debriefs.

2) *Do Restraint Peer Debrief volunteers ensure that care is more patient-centred?*

Volunteers ensure that care is more patient-centred

A key aim of this innovation was to leverage volunteer support to help make care more patient-centred by ensuring the patient voice was heard. A proxy way to measure this was to see if there was evidence of debriefs in SUs' care plans after a debrief occurred. During the period of the programme (between June 2019-June 2020), it can be seen that as volunteer activity (in hours) increases, the percentage of patients who have had debriefs who have evidence of it in their care plans also increases (and vice versa). See Graph 2. This indicates that volunteer support helps to increase patients' voices being listened to and recorded (and therefore, potentially creates more patient-centred care).

Graph 2: Volunteer hours vs percentage of patients who have evidence of their debriefs in their care plans



In addition, when staff were asked to select the top three contributions they think volunteers make to the trust, the top response (52% of all responses) was ‘collecting more feedback from patients’. This was unsurprisingly much higher compared to other VIP trusts (18% of all responses). This supports a fundamental principle that people who use services should have the opportunity to provide feedback, and that at the trust, volunteer support is seen as a good mechanism of doing so.

3) **Do restraint peer debrief volunteers improve patient experience?**

(NOTE: Limited data was received to review this question)

Volunteers may contribute to improve patient experience

Staff felt that volunteers contribute to ‘Increasing patient satisfaction by providing vital non-medical support on wards’ (40% of all responses to this question on the staff survey) and ‘bringing human kindness into busy hospital life’ (40% of all responses to this question on the staff survey). Arguably, these activities can potentially contribute to better patient experience.

“A service user we spoke to told us that he hadn’t been outside the building since being admitted three weeks ago. We thought this was an important point so tried to

get more detail from him. He said he had not even been in the HMHC garden, let alone on escorted leave to the park or elsewhere. We raised this matter with staff afterwards and they said any decision to keep him inside would have been taken on clinical grounds because of his behaviour. However, the other volunteer and I were able to have a satisfactory conversation with him lasting around half an hour. He was excitable but never confrontational. As we were leaving, he said: "This meeting has been very fruitful.""

Volunteer

4) Do restraint peer debrief volunteers improve practice and safety?

Staff are unanimous that the Debrief Volunteer role has helped to improve practice and the culture on wards.

Firstly, views from the frontline indicate that Debrief Volunteers help to promote the patient's voice and in turn, leads to positive change in the ward practice - particularly as they can help to bridge the gap between patient experience and staff.

"The Restraint debriefs have promoted the service user's voice and led to positive changes in our practice and ward culture. We use the debrief reports in our team meetings and supervision. This has helped staff employ evidence based approaches to promoting positive behaviour and supporting patients whose behaviour challenges." Ward Manager.

As well, the project has been highly praised by Trusts' Violence Reduction Specialist & Reducing Restrictive Practice Lead. It is felt that the information received from the volunteer debriefers enable the Lead to contribute effectively to the patients behavioural support plan and/or give useful and fairly balanced advice to staff during incident reviews.

"The importance of debrief and the role it plays in reducing conflict and containment cannot be overly emphasized. The feedback and content I get from the volunteer debriefers most of the time are far more richer in context and meaning. This gives me a much more wider picture and understanding of incidents which helps broaden my approach and allows me to choose a more befitting intervention to support staff and service users." Violence Reduction Specialist & Reducing Restrictive Practice Lead

Finally, from a systems' perspective, the Restraint Debrief project has firmly established itself on the agenda of an internal group meeting at the Trust called "Positive and Proactive Care Group". The meeting brings together senior leaders working to reduce violence and aggression and restrictive practice across the Trust. By having the project on the agenda regularly, this allows the members in the group to hear patient voices, the data and themes

collated, volunteer reflections and key learnings from the project. This mechanism of reporting information from the project has become an integral part of the Trusts' systems.

Other insights:

Volunteers are satisfied in their volunteer role

(NOTE: Small sample size (n=12) on VIP Volunteer Survey, results should be interpreted with caution)

92% of volunteers at Camden would recommend volunteering at this hospital to friends and family if they want to volunteer. As well, 92% of volunteers felt that volunteering gives them a sense of purpose, and all volunteers (100%) felt that volunteering has increased their confidence. Finally, anecdotal evidence indicates that volunteering supports the recovery journey.

“Volunteering has given me something to get up for in the morning it’s given me a sense of responsibility helped me regain my confidence and moral compass. Since starting volunteering my recovery has gone from strength to strength, my mental health has been better than it’s ever been.” Debrief volunteer

Volunteering increases interest in a career in health and care

The majority of volunteers (82%) reported that volunteering at the hospital has increased their interest in pursuing a career in health and care. In fact, 73% of volunteers felt that volunteering at the hospital has increased their interest in working for the NHS.

Considerations for voluntary services team:

Staff perception of volunteers

Only 40% of staff agreed that volunteers are seen as a part of the ward team. (NOTE: This was one of the lowest scores for this question out of all the other VIP trusts). When staff were asked how satisfied they were with volunteer support, 36% of staff felt ‘satisfied’ and 36% felt ‘very satisfied’ (8% neither satisfied/unsatisfied; 4% unsatisfied; 8% very unsatisfied; 8% unsure). When staff were asked about challenges with hospital volunteers, 28% of staff felt that that volunteers change too often (highest amongst VIP trusts), and 28% of staff also felt that there is a lack of clarity about volunteer roles. 48% said there were no challenges. Additionally, staff were not in agreement that when wards are busy or short-handed, volunteer support helps them to feel less stressed - 28% of staff agreed or strongly agreed with this statement: 28% neither agreed/disagreed; 12% disagreed; 12% strongly disagreed; 20% N/A).

Are restraint debrief volunteers saving staff time?

36% of staff surveyed reported that volunteers had saved them time, with 40% of staff responding 'don't know'.

D. Conclusions

In summary, the insight and impact work completed on the Restraint Peer Debrief volunteer service adds to the evidence base on the value of volunteering in health and care. The work here demonstrates the key role that Restraint Peer Debrief volunteers make in creating care that's more patient-centred by supporting the uptake and delivery of debriefs at the trust.

Acknowledgements

Helpforce would like to thank Joanne Scott and Mary Delor for their hard work and support throughout the project. Thanks also to the voluntary services team and hardworking volunteers for running the project and collecting data to enable the insight and impact work to be completed.

E. Appendices

Appendix A - VIP Staff Survey

Camden Short Staff Survey - Please tell us about your experience of working with volunteers? (max. 2 minutes)

Thank you for taking part in this survey. This information sheet explains why we are evaluating this service. We would be grateful if you could read the following information.

What is the purpose of this survey?

This survey is aimed at better understanding the impact that hospital volunteers may have on staff and patients. The findings may also help us to further improve our volunteer services at the hospital.

Who is organising this survey?

This survey is organised by Helpforce (www.helpforce.community), a not-for-profit organisation that aims to raise the profile of volunteering in health and care across the UK, in close collaboration with this hospital.

Do I have to take part?

No, participation in this study is entirely voluntary. If you take part, your consent is implicit. This means that you give your consent by filling in this survey and submitting it. However, you are free to withdraw at any time and without giving a reason by contacting us.

The survey consists of questions about staff time and your experience of working with volunteers.

Will my taking part in the study be kept confidential?

The participation of all those taking part will be entirely confidential. Your survey responses will not affect your employment in any way. All data from surveys will only be available to the internal hospital team and the HelpForce research team and its research partners for analysis purposes only. It will be securely stored and will be treated as confidential at all times.

What will happen to the results of the study?

The data will be analysed and written up as a report. This report will be made available to the hospital. It may also be made available to the public through Helpforce or any of its partners such as NHS England as well as through the internet or other publications. Participants will not be in any way identifiable in any way.

If you have any questions or wish to provide any feedback about this survey, please contact: Dr. Allison Smith, Head of Research, at as@helpforce.community

Thank you again for taking part in this study.

1) About You

Please tell us which ward you are on: _____

Job role: (please circle)

Nurse / Physiotherapist / Healthcare assistant / Doctor / Midwife / **Other (please specify)**

Agenda for change or band?

- Band 1
- Band 2
- Band 3
- Band 4
- Band 5
- Band 6
- Band 7
- Band 8a
- Band 8b
- Band 8c
- Band 8d
- Band 9
- Don't know

2) **Volunteer activities:** What did the volunteer do? (Please tick all that apply).

- Spent time with the patients
- Spoke to relatives
- Got drinks/ refreshments for patients
- Encouraged suitable patients to get out of bed
- Encouraged suitable patients to get dressed
- Encouraged suitable patients to move/ walk
- Encouraged suitable patients to exercise
- Encouraged / supported patients to eat (e.g. snacks, mealtime)
- Supported patient around discharge from hospital
- Did activities/ played games with patients
- Restraint debriefs (mental health)
- Handholding & comforting - in theatre/surgery
- Collected TTAs/TTOs/prescriptions
- Completed other tasks which saved staff time - e.g. prepared patient for discharge, talked with patients relative to arrange discharge, etc
- Other (please tell us what the volunteer did):.....

3) Have your views about hospital volunteers changed at all since your first interaction with a hospital volunteer?

- No, my experience with them has been very much what I had expected.
- Yes, my experience with them has been **more negative** than what I had expected.
- Yes, my experience with them has been **more positive** than what I had expected.

If your views did change, what exactly was different in your view?

.....

.....

4) Thinking about your most recent experience with a volunteer how much - if any - time did they save you *on an average day*? i.e. **please think about volunteers providing debriefs following an incident and/or helping patients remain calm /feel listened to** (please circle one answer)

Saved me no time	Don't know	Saved less than 5 minutes	Saved 5-10 mins	Saved 10 – 20 mins	Saved 20 – 30 mins	Saved 30 – 45 mins	Saved 1 hour or more
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5) If volunteers have given you extra time, what did you do with this time?

.....

.....

6) We are interested in what difference having volunteer support on your ward has made to you. Please tell us how far you agree or disagree with the following statements.

My overall experience of the volunteers on the ward:	Strongly Disagree	Disagree	Neither agree or disagree	Agree	Strongly Agree	Not Applicable
Volunteer support is helpful in allowing me to have enough time to deliver good care to patients						
The volunteers in the area I work in the hospital have been sufficiently trained for their roles						
When the wards are busy or short-handed, the volunteers' support helps me feel less stressed.						
Volunteers are seen as a key part of the ward team						

7) Satisfaction with volunteers

Please rate your overall satisfaction with the volunteer support you have received. Please circle one number from the scale below.

Very unsatisfied	Unsatisfied	Neither satisfied nor unsatisfied	Satisfied	Very satisfied
1	2	3	4	5

8) In your opinion, which of the following do hospital volunteers contribute to? Please choose your **top three** options

- Reducing pressure on staff on wards
- Freeing up staff time to spend on clinical care
- Increasing patient satisfaction by providing vital non-medical support on wards
- Improving patient nutrition and hydration levels by helping at meal times and during the day
- Providing essential reassurance and company to patients when we are stretched for time
- Bringing human kindness into busy hospital life
- Enhancing the level of care provided
- Improving the mood within the hospital
- Collecting more feedback from patients
- Increasing patient and visitor satisfaction and experience within the hospital
- Reducing readmissions to hospital by helping patients make a smooth transition back home after discharge
- Supporting patients to be independent
- Volunteers make none of these contributions
- Other (please specify) [free text] _____

9) What are the challenges of hospital volunteering? Please choose up to three options.

- Volunteers take up too much staff time
- There is a lack of clarity about volunteer roles
- There is too much variation in how volunteers do things
- Volunteers are unreliable
- Volunteers change too often
- None of the above
- Other (please specify) [free text] _____

10) Do the following statements apply to you and your job?

Tick or put a cross in the box	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
I am satisfied with the quality of care I give to patients/ service users					
I feel that my role makes a difference to patients / service users					

I am able to deliver the care I aspire to					
I would recommend my organisation as a place to work.					
If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation					

Appendix B - VIP Volunteer Survey**Short Volunteer Survey - Please tell us about your volunteer experience? ... 2 minute survey****Volunteer participation information sheet**

We are very pleased that you have agreed to complete the survey. This information sheet explains why the survey is being carried out and what it will involve. We would be grateful if you could read the following information carefully. Please contact us if anything is unclear or if you would like more information.

What is the purpose of this survey?

This survey is aimed at better understanding the your volunteering experience and the impact volunteering may have on you. The findings may also help us to further improve the volunteer services in healthcare settings.

Who is organising this research?

This research is organised by Helpforce (www.helpforce.community), a not-for-profit organisation that aims to raise the profile of volunteering in health and care across the UK, in close collaboration with the hospital you volunteer at.

Do I have to take part?

Participation in this survey is entirely voluntary. If you take part, your consent is implicit. This means that you give your consent by filling in this survey and submitting it. However, you are free to withdraw at any time and without giving a reason. The survey consists of questions about your volunteering activities, experience, and how you are feeling.

Will my taking part in the survey be kept confidential?

The survey team will follow ethical practice. The participation of all those taking part will be entirely confidential. Your survey responses will not affect your volunteer role in any way. All data is anonymised, securely stored and treated as confidential at all times.

What will happen to the results of the study?

The data will be analysed and written up as a report. This report will be made available to the hospital. It may also be made available to the public through Helpforce or any of its partners such as NHS England. Participants will not be identified at any point. The data collected is for research only, it will not be used for any other purpose. If you have any questions or wish to provide any feedback about this survey, please contact: Dr Allison Smith at as@helpforce.community

Thank you again for taking part in this study.

1. How often are you currently volunteering in the hospital or for the hospital?

At least once a week Less than once a week but at least once a month

Less than once a month Other (please specify):

2. Approximately how many hours do you currently spend volunteering in the hospital or for the hospital in an average month?

_____ hours

3. What activities do you undertake when you volunteer in the hospital or for the hospital? Tick all that apply

Helping to mobilise patients, e.g. to get dressed and move around

Helping out on wards during mealtimes, e.g. encouraging patients to eat, passing them a drink

Providing companionship or mental stimulation to patients, e.g. visiting people for a chat, play cards, share music/books

Supporting patients to leave hospital and settle back at home

Supporting staff or patients with tasks, e.g. picking up prescriptions, moving patients around within hospital

Leading activities and social activity groups to support patients with long-term conditions, e.g. dementia, stroke

Restraint debriefs (mental health)

Handholding & comforting - in theatre/surgery

Other (please specify):

4. How likely are you to recommend volunteering at the trust to friends and family if they wanted to volunteer? Tick one

Extremely likely Likely Neither likely or unlikely

Unlikely Extremely Unlikely Don't know

5. We would like to better understand aspects of your wellbeing. There are no right or wrong answers. For each of these questions I'd like you to give an answer on a scale of 0 to 10, where 0 is "not at all" and 10 is "completely".

a. Overall, how satisfied are you with your life nowadays?	0	1	2	3	4	5	6	7	8	9	10
b. Overall, to what extent do you feel that the things you do in your life are worthwhile?	0	1	2	3	4	5	6	7	8	9	10
c. Overall, how happy did you feel yesterday?	0	1	2	3	4	5	6	7	8	9	10
d. On a scale where 0 is "not at all anxious" and 10 is "completely anxious", overall, how anxious did you feel yesterday?	0	1	2	3	4	5	6	7	8	9	10

6. On a scale of 1-10, (where 1 is disagree and 10 is agree) please rate how you feel about the following at the moment. Please circle.

	<u>Disagree</u>										<u>Agree</u>	N/A
a. My volunteering gives me a sense of purpose	1	2	3	4	5	6	7	8	9	10	N/A	
b. My volunteering has increased my confidence	1	2	3	4	5	6	7	8	9	10	N/A	
c. My volunteering has increased my ability to get paid work	1	2	3	4	5	6	7	8	9	10	N/A	
d. My volunteering at the hospital has increased my interest in pursuing a career in health and care	1	2	3	4	5	6	7	8	9	10	N/A	
e. My volunteering at the hospital has increased my interest in working for the NHS	1	2	3	4	5	6	7	8	9	10	N/A	

7. How interested are you taking up a career in health and care/NHS? (Please circle)

A. I have recently taken steps to take up a career in health and care (e.g. job search, job applications, discussions with key

professionals)
B. I have not yet taken any steps to take up a career in health and care (e.g. job search, job applications, discussions with key professionals) but plan to shortly
C. I have not taken steps and have no intentions to do so in the near future
D. Not applicable

8. To what extent did your volunteering in this hospital motivate you towards a career in health and care/NHS? (Please circle)
A. I am not considering a career in health and care
B. To some extent although my main motivation came from elsewhere
C. My volunteering was the main motivator towards a career in health and care
D. Not applicable

BACKGROUND INFORMATION

We would like to know a bit more about you so that we can compare the experiences of different types of volunteers.

7. About you					
a. Sex:	<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Prefer not to say		
b. Orientation	<input type="checkbox"/> Heterosexual/s traight	<input type="checkbox"/> Gay/lesbian	<input type="checkbox"/> Bisexual	<input type="checkbox"/> Other	<input type="checkbox"/> Prefer not to say
c. Age:	<input type="checkbox"/> 16-20	<input type="checkbox"/> 21-30	<input type="checkbox"/> 31-40	<input type="checkbox"/> 41-50	<input type="checkbox"/> 51-60 <input type="checkbox"/> 61-74
	<input type="checkbox"/> 75-84	<input type="checkbox"/> 85 and over			
d. Status:	<input type="checkbox"/> Employed	<input type="checkbox"/> Unemployed	<input type="checkbox"/> Student	<input type="checkbox"/> Retired	
	<input type="checkbox"/> Other				

8. What is your ethnic background?		
White	Asian/Asian British	Chinese and other ethnic background
<input type="checkbox"/> British	<input type="checkbox"/> Indian	<input type="checkbox"/> Chinese
<input type="checkbox"/> Irish	<input type="checkbox"/> Pakistani	<input type="checkbox"/> Any other ethnic background (please specify)
<input type="checkbox"/> Any other White background	<input type="checkbox"/> Bangladeshi	
Mixed	<input type="checkbox"/> Any other Asian background	
<input type="checkbox"/> White and Black Caribbean	Black/Black British	
<input type="checkbox"/> White and Black African	<input type="checkbox"/> Caribbean	
<input type="checkbox"/> White and Asian	<input type="checkbox"/> African	
<input type="checkbox"/> Any other mixed background	<input type="checkbox"/> Any other Black background	

9. Do you have any physical or mental health conditions, disabilities or illnesses that have lasted or are expected to last for 12 months or more?

Yes

No

I would prefer not to say

Thank you again for taking part in this study.