

Independent Review of A&E Services for People who Self Harm Summary



Hospitals Reviewed:
Bristol Royal Infirmary
Frenchay Hospital

Dates:
July – October 2013

Respondents:
40 People who had used A&E Services
in Bristol for treatment of self injury/self harm

Overview of Results:

The majority of respondents felt that they were given appropriate physical treatment in A&E

The majority of respondents felt that the care and support they were given for emotional and psychological needs is not helpful and in some cases put them off attending A&E for medical treatment. Respondents felt this was demonstrated in a number of ways:

- Lack of understanding of the reasons behind self injury/self harm and potential risk
- Intimations from staff that A&E is an inappropriate place to help with psychological needs
- Negative differences in treatment and attitude compared to people who are there for physical health needs
- An environment which is very difficult to wait in when experiencing high levels of distress
- Lack of other options for people experiencing distress, suicidal feelings or self harm urges

The overall feeling was of inconsistency and not being sure what type of service would be on offer

Recommendations from Respondents:

Overall Experience:

- Separate Waiting Room/Area
- Form or Tick list for Reception/Triage
- Option of male/female staff member
- Care Plans built into assessment process

Assessment and Treatment:

- Analgesia must be offered and used where appropriate
- Consistent referral to Mental Health Liaison Team
- Consistent Use of Care Plans – add a question about these to the Matrix
- Clarity about Options – when deciding whether to stay or leave
- Consistent Use of Matrix – every question, every time
- More use of quiet waiting area by nurse's station

Information:

- Information about Waiting Times and Process in Waiting Areas
- Treatment Advocacy Forms
- Let people know they don't HAVE to tell the receptionist the issue
- Standardising handing out of Mental Health Liaison 'please wait' cards
- Local and National Support Information Packs
- Information given about Mental Health Liaison Team

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