Leadership & Culture

Blaming culture in the workplace

No PPG supports the standard of care

Staff wellbeing is overlooked

Management doesn't react promptly on incidents of 'self-harm' when HS is 3 or 4

It is impossible to stop consumers thinking of 'suicide'

Staff doesn't feel safe working in MH services

Workforce

No time to learn UpToDate skills

Not comfortable asking the question relating to 'suicide'

No idea on what to Assess in ED

Not enough nurses in care

No Confidence conducting risk assessment

Consumer often hides their thoughts of suicide

Hard to get MDT review

Care & Treatment

staff don't know the referral process when consumers need further support.

No Handover

environment is too noisy and crowed

Lack of communication with community servcies

Hard to physically contact consumers post discharge

Community services do not know the process in escation of care

Failed to recognise earlier

Family/Carers are not aware of the care plan

consumer refused help

Consumers uncertain about the care plan

Consumer left incorrect contact

System Improvement

Not enough support in continuous QI activities

Not knowing how we are performing now

miro