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| Library concerned: PHT Library and eLearning Services, Portsmouth NHS Trust  Name of case study: Reducing challenging behaviour and violence in people who have reduced capacity  Date of interview: | |
| **Interviewee** | Name:  Job Title:  Email:  Tel: |
| **Please note: you should only provide interviewee details here if consent**  **to share on the national blog has been obtained** |
| **S****ummary of activity/project or reason for enquiry** | Kerry undertook a grey literature search, an evidence search and an executive summary on the evidence around violence reduction and challenging behaviour in people with reduced capacity. Nicole Cornelius, the trust’s Director of Workforce and Organisational Development, had asked for the library’s help in getting access to current information on the topic. |
| **Brief description of the information found / service provided** | KF conducted the following:   * A grey literature search through NHS Fab Stuff on what other trusts were doing to avoid challenging behaviour in people whose capacity was reduced (particularly people with dementia or learning disabilities). * An HDAS evidence search on studies around violence reduction and avoiding challenging behaviour. * An executive summary of the grey literature.   This was designed to answer the following questions:   * How other organisations try to reduce the risk of this behaviour; * How they try to equip their staff to reduce this risk; * How they respond when it does happen (for example, how they calm an aggressive person down); * How they learn from those experiences or build them into training. |

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| **Summary of outcome and impact** | The search results and report which Kerry had supplied, provided a concise summary of evidence on this topic, and significantly reduced the time which we would have been required to spend researching considerably. Her work brought together information from different perspectives, giving us an evidence base on understanding, avoiding and learning from behaviour that challenges (BTC). |
| **Immediate Impact** | The evidence search highlighted current research on this issue, which helped to put practical initiatives from the grey literature search in context. Finding out what other organisations were doing around BTC gave the team a multi-disciplinary insight into ways to reduce risk, help keep patients calm and comfortable, and support staff who experienced it. The summary presented the results of the searches in a short, readable format.  The extensive work that Kerry had done will have most certainly influenced the ‘Respect & Protect prevention of violence towards the Workforce and PHT NHS Trust’ 7 Point Plan, which has been taken forward by the Director of Workforce & Organisational Development. |
| **Probable future Impact** | Our latest NHS Staff Survey results show that incidents of violence and aggression in the workplace reported by our staff reduced year-on-year, from 18% in 2017 to 15% in 2018 and it is our aim to reduce this further. |