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The management of violence and aggression against staff in mental health work: Responding effectively through a co-production approach to issues for service users, carers, staff and agencies

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This presentation examines the causes and consequences of violence from mental health patients on staff, the patients themselves, and others in their formal and informal networks. It addresses how best to respond to staff and patients after such incidents, and the potential for jointly produced solutions to the problem. The presentation is based on analysis of the evidence arising from a review of the research and wider literature, and how we might analyse this evidence in order to produce best practice in policy guidance and direct work with patients, including the evidence and recommendations from the UK's National Institute for Health and Care Excellence (NIHCE) Guideline Development Group's systematic review on 'Violence and Aggression: The short-term management of violent and physically threatening behaviour in mental health, health and community settings' (2015). The presentation will consider how the use of restorative justice and mediation techniques can be used as a nuanced approach to heal the damaging effects on staff and others, in conjunction with the use of co-production approaches with service users and staff, in order to encourage staff groups, agencies, and personal learning for patients and staff involved to reduce the risk of further such situations. The presentation will take into account a key feature of health care policies in the United Kingdom, concerning service user involvement in patient care. Key issues in taking this approach are addressed, with methods for how to do this in practice covered, with a model proposed for enacting such approaches.

Biography

Brian Littlechild holds a PhD and is a Research Lead in the Department of Nursing and Social Work at the University of Hertfordshire, UK. A Qualified and Registered Social Worker, he worked in hospitals and in the community with particular mental health needs before working in universities. He has published 44 books/book chapters/monographs, and 28 refereed journal articles. He has carried out 20 qualitative and mixed methods research projects, and published widely on, amongst other areas, mental health issues for young and adult offenders, mental health and risk assessment, and on violence from parents in child protection work.

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