

TIDAL MODEL EVALUATION FRAMEWORK
3rd DRAFT POST-IMPLEMENTATION

1. Introduction

The evaluation of the Tidal Model in the Pilot sites will focus on four principal dimensions: -

- a) The views of service users and carers
- b) The views of nursing staff
- c) The views of the wider multi-disciplinary team
- d) The effect on significant events

It will be necessary to gather baseline data on all of these fronts which will later enable us to gauge the impact the model has had on the quality of care and on the professional practice of staff.

2. The views of service users and carers

The Tidal Model is anchored in beliefs about the importance of valuing the voice and views of service users to assist them to have a central role in the care-planning process.

Similarly good practice dictates that we involve the relatives / carers, to ensure that (with the consent of the service user) they have opportunities to appropriately influence the planning and delivery of care and support.

It will also be important to evaluate from the user / carer perspective whether they felt safe, valued, respected, understood, listened to and effectively communicated with.

It is therefore essential that we measure the effectiveness of the Tidal Model in facilitating these aims.

3. The views of nursing staff

It will be crucial to measure the impact of the model on professional practice and how it provides a philosophy and framework which helps nursing staff to focus on the patient's need for nursing care and communicate effectively with other members of the multi disciplinary team in this regard.

The model aims to bring greater clarity to the nursing role and provide a platform for developing and utilising clinical skills. A central feature is to set out an effective framework for ensuring an appropriate level therapeutic engagement with the patient.

The evaluation model must pick up on all of these features.

4. The views of the wider multi-disciplinary team

Nursing staff do not function in a professional vacuum, therefore any change in their practice is likely to impact upon other members of the multi-disciplinary team and on the type of support the patient might require from other professionals.

It is essential that the evaluation of the pilot projects considers the views of the wider team, with particular regard to their perceptions of how the Tidal Model has influenced the practice of the nurses on the team and how it has impacted upon their own professional practice.

5. The effect on significant events

The overall 'therapeutic milieu' in an inpatient setting is an important factor which influences how patients feel about their care and treatment. It also has an impact upon the ability of staff to deliver the quality of care they aspire to provide. There are a number of significant events / indicators which taken together, allow us to draw conclusions about the therapeutic environment in a ward. These include: -

- § The frequency of episodes of self-harm
- § The incidence of physical violence
- § The incidence of verbal aggression
- § The incidence of complaints and their nature
- § The use of restraint
- § The use of higher levels of formal observation

In addition there are other factors which may provide a measure of the overall functioning of an inpatient area

- § Length of patient stay
- § The number of informal v detained admissions
- § The proportion of people detained under the MHA whilst in hospital.

PERSON-CENTRED CARE SURVEY
SERVICE USER INFORMATION

INTRODUCTION

From November of 2003 the Trust has been testing a new approach to delivering nursing care in adult inpatient wards.

This project has been taking place in: -

- § Struan Ward at Stobhill Hospital
- § Rutherford House at Gartnavel Royal Hospital
- § Ward 4 at Leverndale Hospital

This new approach is called the '*Tidal Model*' and it is hoped that it will help to ensure that inpatient nursing services meet the needs of service users and carers more effectively.

JUDGING THE EFFECTIVENESS OF THE NEW APPROACH

To enable us to judge whether or not the new approach is being successful, it is important that we have an understanding of how well **you feel** services are meeting **your needs**.

We would be grateful if you could take the time to answer the attached set of questions about the quality of services at present. Later on this information will help us to compare the service as it is now with the service which was being provided before the new approach was introduced.

Please be re-assured that your views are important to us and that you will be providing this information anonymously. In other words, you should feel free to say what you really feel and be safe in the knowledge that no-one will know that it was you who said it.

Finally, you may wish a relative, friend or advocate to help you to answer the questions and you should feel free to ask a member of nursing staff if you are unsure what any of the questions mean.

Thank you very much for your patience and for taking the time to read this information.

Leaflets about the new approach – 'The Tidal Model' are available from nursing staff.

Question 7.

I feel the nursing staff understood my situation.

STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	I DON'T KNOW	NOT APPLICABLE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 8.

I feel the nursing staff listened to me effectively and valued my opinion.

STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	I DON'T KNOW	NOT APPLICABLE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 9.

I feel that my discharge has been well organised.

STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	I DON'T KNOW	NOT APPLICABLE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 10.

I felt safe and secure while in hospital.

STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	I DON'T KNOW	NOT APPLICABLE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 11.

I felt that nursing staff responded appropriately to my needs.

STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	I DON'T KNOW	NOT APPLICABLE
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 12.

During my time in hospital the contact and communication with nursing staff was:

TOO FREQUENT	ABOUT RIGHT	TOO INFREQUENT
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 3: YOUR COMMENTS.

Please use the box below to make any comments you may have about the positive aspects of the service you received or about anything you found helpful.

Please use the box below to make any comments you may have about the negative aspects of the service you received or about anything you found unhelpful.

Thank you very much for your assistance in completing this questionnaire.

Primary Care Trust Mental Health Division
PERSON-CENTRED CARE SURVEY
RELATIVES AND CARER INFORMATION



INTRODUCTION

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SECTION 3: YOUR COMMENTS.

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Please use the box below to make any comments you may have about the negative aspects of the service you received or about anything you found unhelpful.

Thank you very much for your assistance in completing this questionnaire.

SECTION 3: YOUR COMMENTS.

Please use the box below to make any comments you may have about the positive aspects of the Tidal Model and what you felt was helpful.

Please use the box below to make any comments you may have about the negative aspects of the Tidal Model and what you felt was unhelpful.

Thank you very much for your assistance in completing this questionnaire.

SECTION 3: YOUR COMMENTS.

Please use the box below to make any comments you may have about the positive aspects of the Tidal Model and what you felt was helpful.

Please use the box below to make any comments you may have about the negative aspects of the Tidal Model and what you felt was unhelpful.

Please note your profession in the box below.

Thank you very much for your assistance in completing this questionnaire.

<u>THE TIDAL MODEL: POST- IMPLEMENTATION EFFECT ON SIGNIFICANT EVENTS QUESTIONNAIRE</u>	(TM5)
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1. Incidence of self harm	
How many incidences of deliberate self harm occurred over the past 6 months?	
How many patients deliberately self-harmed over the past 6 months?	
2. Physical and verbal aggression	
How many episodes of physical aggression between patients were reported in the past 6 months?	
How many episodes of verbal aggression between patients were reported in the past 6 months?	
How many patients were involved in episodes of physical aggression towards staff in the past 6 months?	
How many patients were involved in episodes of verbal aggression towards staff in the past 6 months?	
3. Use of physical restraint	
How many times was physical restraint used in the past 6 months?	
On how many patients was physical restraint used in the past 6 months?	
4. Complaints	
How many written complaints were received in the past 6 months	
How many patients or carers made written complaints in the past 6 months	
What were the top 3 themes in relation to the complaints received over the past 6 months?	
<div style="border: 1px solid black; height: 25px; margin-bottom: 10px; padding: 2px 5px;">1.</div>	
<div style="border: 1px solid black; height: 25px; margin-bottom: 10px; padding: 2px 5px;">2.</div>	
<div style="border: 1px solid black; height: 25px; padding: 2px 5px;">3.</div>	

5. Admission data	
How many admissions were there in the last 3 months?	Informal:
	Detained:
How many patients were admitted informally over the past 3 months but later detained whilst in hospital?	
What was the average length of patient stay over the past 3 months?	
6. Clinical observation	
How many patients required to be nursed under constant observation over the past 3 months?	
What was the average length of time patients spent on constant observation over the past 3 months?	
How many patients required to be nursed under special observation over the past 3 months?	
What was the average length of time patients spent on special observation over the past 3 months?	

Thank you very much for your assistance in completing this questionnaire.