

Patient Engagement and Interventions

Information for Patients and Carers



Name:	
Named Nurse:	

During your stay in hospital, your safety is our priority. You have a right to be involved in decisions about your care and level of intervention

What are intervention levels?

Intervention levels are used by your care team to help us keep you and others safe and well. They are determined following a full assessment of your individual needs and staff will engage with you (and your relatives/carers where appropriate) involving all decisions. The aim is to spend time engaging with patients, and focussing on meaningful interventions with those who may be at risk of harm to themselves or others and therefore need some additional support with their individual needs. The primary purpose of increased or continuous interventions is to keep you safe by developing a supportive relationship with you through regularly engaging in an action or activity that may help to prevent you becoming stressed/distressed or that may help to calm and support you during these times.

Levels of intervention

Everybody on the ward is nursed on a level of intervention; there are 3 levels of intervention:

- General interventions
- Increased interventions
- Continuous interventions

Staff will always aim for the least intrusive and restrictive level of intervention appropriate to the situation

General interventions

This is the minimum level of intervention which most patients can expect during their stay in hospital. The nursing staff are however required to know where you are all of the time therefore we ask that if you wish to leave the ward for any length of time that you let us know as you leave and return.

Increased interventions

This is a higher level of intervention used when staff are concerned about your level of risk of harm. A designated staff member will be aware at all times of your precise whereabouts at prescribed time intervals. The nursing staff will not always be close to you, but they will be within “eyesight.” The nursing team will always discuss with you your individual needs around your privacy and dignity and what matters most to you regarding these moments and your family/loved ones.

Time off the ward will need to be agreed with the nurse-in-charge/Doctor and your designated staff member will usually have to be present

Continuous interventions

This is the highest level of intervention used following assessment when staff are concerned about your level of risk of harm. A designated staff member should always be within an appropriate level of proximity to you and should always be able to see and hear you.

The nursing team will always discuss with you your individual needs around your privacy and dignity and what matters most to you regarding these moments and your family/loved ones. It is appreciated that being at this level of intervention may sometimes feel uncomfortable or intrusive, but it is important that we fulfil this function properly in order to keep you safe.

Any leave off the ward is usually only allocated in exceptional circumstances whilst you are being nursed on this level of intervention. Your nurse will explain why this is necessary.

What you can expect from staff

National guidelines recommend that the maximum amount of time that a staff member can support someone requiring continuous or increased interventions is two hours, therefore the staff supporting you will change throughout the day but continuity will be aimed for as much as possible. You can expect that nurses and other staff involved in your interventions will have been briefed on your previous history and will be informed about any specific needs you have and what is important to you. They will strive to engage positively with you, listen to what you’re saying, and value you as a person. All staff have been trained in patient engagement and interventions and have completed a competency framework with an assigned mentor.

Getting to know you

It is important that you and/or your loved ones are involved in the decision-making process and creating your care plan and that the team get to know you and who and what matters most to you. If you need to be on increased or continuous interventions, you may want to talk with the staff about what would help with this, such as would you prefer people to try to engage you in conversation or to leave you in peace? Or would you like people to try and involve you in other activities or not? Let staff know what activities are meaningful to you and of any preferences you have. You may be asked to complete documents that help staff get to know you and your preferences.

Keeping you informed

If your intervention level is increased or decreased, you should be involved in this decision-making process where possible, and your personal goals and preferences understood to jointly create your plan of care and with your consent, this can include your nearest relative, friend or carer. You will be given information about why any change is required, the aim of the change, and how long it is likely to last.

At each changeover of staff delegated to support you, they will give a verbal handover which will include you wherever possible. Should any further information be required about intervention levels, the nurse-in-charge will be happy to help you.

Interpretation and translation

Your GP will inform us of any interpreting requirements you have before you come to hospital and we will provide an appropriate interpreter. If you are having this procedure as an existing in patient, staff will arrange interpreting support for you in advance of this procedure. This leaflet may be made available in a larger print, Braille or your community language.

