



Essex Partnership University
NHS Foundation Trust

STORIES FROM THE WARD

FIONA

ACUTE

Building trust to prevent self-harm

As told by Helen McWilliams

oxehealth

Fiona¹ is a young woman with a diagnosis of a personality disorder. She was admitted to the acute ward on 28th February² and had difficulty trusting staff.

Previously, Fiona has been known to act spontaneously on her thoughts, often leading to self-harm which isn't always discovered until her next observation, up to 15 minutes later.



*Another member of staff had just completed Fiona's observation but hearing their conversation **gave me a feeling that we should check on her.***

*Due to Fiona's trust issues, it is important that we don't check on her in person more than we need to, as **in the past she has become aggressive** when we enter her bedroom. Fiona had just walked into her bedroom and I wanted to **check she was safe without disturbing her.***

Helen and her team care for Fiona in a room with Oxevision. Helen uses Oxevision to take spot-check vital signs observations, without entering the room and disturbing Fiona.

*I tried to take a vital signs measurement using Oxevision to confirm Fiona was safe, but **I saw something shine in the camera**, so I went straight to her bedroom.*

*I found that **Fiona had secreted a blade** and deescalated the situation through a long conversation with her.*

*Using the system helped us to **prevent her from self-harming** and provide **immediate emotional support**. We were able to **build trust** with her during the conversation and, from then on, she would speak to us when she was having harmful thoughts. To my knowledge, **she didn't have another incident on the ward.***

Helen McWilliams, Senior Healthcare Assistant, female acute ward

¹ A pseudonym has been used to maintain patient anonymity

² The dates have been changed to maintain patient anonymity

ABOUT OXEHEALTH

Oxehealth's Oxevision supports Mental Health organisations to improve inpatient safety and quality whilst giving clinicians more time to care.

Oxevision uses an optical sensor to pay attention to patients in bedrooms when staff can't be there. The Vital Signs module enables staff to take contact-free vital sign spot checks without entering the room. The system provides real time alerts to high-risk activity and displays activity and behaviour reports.

Oxehealth has won the HSJ Patient Safety Award for "Best HealthTech Solution" and Regional Parliamentary "The Future NHS" Award. Oxevision has been highlighted as an example of outstanding practice by the CQC¹.

FOOTNOTES

The Oxehealth Vitals Signs device is a certified medical device in Europe. It is intended for non-invasive spot measurements of pulse rate and respiratory rate. It is a fixed-installed device for use within single occupancy rooms within hospitals, general care, domestic and secured environments where a framework exists which mandates period checks by a trained professional to ensure subject safety. See Instructions for Use for intended use, contraindications, warnings, cautions, usage directions and maintenance.

The activity detection, fall risk, activity tracker and sleep products are activity trackers and do not have a medical purpose or functionality. They are not patient monitors or vital signs monitors. They cannot be used to make a medical or clinical decision.

¹ See <https://oxe.health/cqc-cwpt>

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