



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 McWilliams, Senior Healthcare Assistant

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

¹A pseudonym has been used to maintain patient anonymity

²The date has been changed to maintain patient anonymity

ABOUT OXEHEALTH

Oxehealth helps mental health organisations to improve patient experience in inpatient services. We support our partners to help manage risk and systematically improve the safety and quality of care they provide.

Oxevision is a contact-free vision-based patient monitoring platform for use in mental health hospitals. It gives ward teams clinical insights (early warning signs, risk factors) to plan patient care and proactively intervene to help their patients. Oxevision uses a secure contact-free optical sensor (camera + infrared illumination in a secure housing unit on the wall) to monitor pulse rate, breathing rate and activity of an individual in a room – serving up warnings, alerts, reports and observations to clinicians at the right time.

Oxehealth has won several HSJ Partner Awards and 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

Oxehealth Vitals Signs device is cleared as a class IIa medical device in Europe and a class II medical device in the USA. It is intended for non-invasive spot measurements of pulse rate and estimated breathing rate (chest wall movements). It is a fixed-installed device for use within single occupancy rooms within hospitals, general care, and secured environments where a framework exists which mandates period checks by a trained professional to ensure subject safety. Federal law (U.S.) restricts this device to sale by or on the order of a licensed healthcare practitioner. 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.

¹See <https://oxe.health/cqc-cwpt>