

Contact us

For further information or advice
please ask one of the ward
team.

www.awp.nhs.uk

PALS

To make a comment, raise a concern or make a complaint,
please contact the Trust's Patient Advice and Liaison Service
(PALS).

Tel: 01225 362900

Free phone: 0800 073 1778

Email: awp.pals@nhs.net

Lead: Lead Nurse
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**Avon and Wiltshire Mental
Health Partnership**
NHS Trust

Engagement and observations

**Improving your safety through regular
or continuous checks while you are
on the ward**

You matter, we care



This booklet can be made available in other languages or formats such as large print, audio or Easy read. Contact **01225 362900**

What is engagement and observation?

Talking with you (engagement) and keeping a regular check on you (observation) are an essential part of our job. Doing these things are an important way of keeping you safe from harm, and promoting your recovery.

Observations are only a small part of your care and treatment and are just one part of meeting your needs.

Levels of observation

There are four levels:

1. **General observations**
Knowing your whereabouts and wellbeing at all times.
2. **Intermittent observations**
Observing and engaging with you at intervals.
3. **Within eyesight observations**
Having a member of staff able to see you at all times.
4. **Within arm's length observations**
Having a member of staff alongside you at all times.

We will also report on and record of your mental state, wellbeing and behaviour.

Why is it done?

We realise some levels of observations may feel like an intrusion into your privacy and dignity. But they are a necessary and short-term way to keep you safe while you recover.

The gender of the member of staff will reflect your needs wherever possible; particularly if you need them with you at all times.

Which level?

A range of assessment processes are used to decide what the best engagement and observation level is for you at any given time.

The amount you need and level is reviewed during each shift. As you begin to feel better, the level of observation may be reduced.

If we are concerned about your safety, you may need to be placed on higher levels of observation for periods of time.

Involving you in decisions

You, your family and friends will be involved in these decisions making wherever possible.

There may be times when you are unable to be involved in these decisions. In this case, we will explain the level of observations you are on and will discuss the reasons with you.

Other benefits

The staff member carrying out the observations will also talk with you and ask how you are.

This should help develop your relationship with staff and help us give you the care you need and help you work towards recovery.