

WHAT HINDERS OR PREVENTS GETTING IT RIGHT?

- Individuals: lack of experience, age, life skills, confidence (although even experienced staff can react differently)
- Lack of time
- Staff turnover
- We don't necessarily learn from near-misses/serious self-harm
- Poor contracts with NHS and healthcare providers – we need something different
- Mental health provision is inadequate
- We don't have the resources to deliver
- We don't always have good multidisciplinary working
- Property complaints – again, poor contracts in place (with PECS providers)
- We don't always properly deal with staff behaviour
- Frustration with process – too many hurdles
- Constant, well-intentioned tinkering rather than root and branch review
- The volume of cases with the same risk factors
- Lack of flexibility on restraints – risk averseness
- Conflicting priorities – at the expense of those further down the list
- The volume of past PPO recommendations – we need to prioritise, they can't do them all. Focus on repeat recs
- Unrealistic/unachievable recs
- PPO recommendations are too broad – they need more nuance
- Are the right people brought together to bring about change?
- Should we prioritise recs?
- Lack of continuity in the quality assurance process – leads to an inability to brief accordingly and/or appropriately
- Too few consequences
- Is there accountability at the right level? E.g. healthcare
- Lack of senior ownership of recommendations
- Too much blind acceptance without heartfelt appreciation of what went wrong