Project Team:
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Project aim:

Part 1: To improve MDT awareness of and knowledge of where to find the HCR-20 risk assessment on Hazelwood and Greenwood wards by 80% by August 2019

Part 2: To reduce HCR-20 breaches by 25% by August 2019 on all forensic wards

Reasons for project:
- Audit and feedback indicated that staff (beyond that of the immediate MDT) are not generally aware of the HCR-20 risk assessment, what it is or where to find it
- Ensuring all staff are familiar with the HCR-20 and know where to find it on RiO will ensure a better understanding of individual risk and ways to manage this
- If risk is better understood, it may also enable the least restrictive option to be better implemented

What we did:
- Training: A 30 minute training session on the HCR-20 (what it is and where to find it) was designed and tested. This training has now been rolled out to all forensic wards and has been included in mandatory security training as well as trust wide RiO training
- CPA reviews: Prior to this project, HCR-20’s were not routinely discussed at CPA meetings and if they were, it would be for a short time at the end of meetings. It was felt that this contributed to lack of awareness of the assessment in the wider MDT as well as HCR-20 breaches. HCR-20 risk assessments are now afforded protected time at the beginning of CPA meetings so they can be reviewed by the MDT. This idea was tested on Hazelwood and Greenwood Wards and then rolled out across all Forensic Wards
- RiO: To make it easier for all staff to locate the HCR-20 on RiO, a new (blue) tab was added to the front screen, detailing ‘HCR-20’. Clicking this tab will take you straight to the assessment. This is an improvement on the previous system which required looking for the assessment in a list under the case record menu

What we found:
- An increased awareness, knowledge and focus on the HCR-20 has helped significantly reduce breaches by 73% (reduction of a median of 7.5 to a median of 2) – see chart 1
- Both qualitative and quantitative feedback from pre and post HCR-20 training questionnaires detailed that training helped to increase staff awareness of the HCR-20 as well as where to find it on RiO - see charts 2a and 2b.
- Before onset of this Qi project, 73% of all staff surveyed had heard of the HCR-20 and 57% had seen a completed HCR-20. Chart 3 details three surveys completed at random time points after onset of the Qi project. Now, an average of 94% of staff have heard of the HCR-20 and 94% have seen a completed HCR-20
- 94% of staff (n=70) found the HCR-20 training ‘helpful’ or ‘very helpful’. The remaining 6% found it ‘neither helpful or unhelpful’