The Scottish Patient Safety Programme for Mental Health hosted the first in a series of three webinars on Improving Observation Practice. Over 50 clinicians and people with lived experience joined us to listen to NHS Tayside’s IOP story and share with us how Covid-19 has impacted observation practice throughout Scotland.

Donna Robertson lead the NHS Tayside team through a thought-provoking and insightful presentation of the work of Carseview Intensive Psychiatric Care Unit (IPCU) and Murray Royal Hospital.

The work to date has seen a 95% reduction in 1:1 observations, 65% reduction in violence and a 74% reduction in prone restraint. To access the slide from the webinar, case study and video on NHS Tayside’s work visit: Bit.ly/3qUlf0F

What you told us in the Jamboard

**Positive unintended consequences of delivering IOP guidance during Covid 19**
- Renewed enthusiasm for IOP
- Better communication between teams
- Staff development
- Further embedded principles of IOP within delivery of care

**Negative unintended consequences of delivering IOP guidance during Covid 19**
- Increased pressure and reduced capacity on services
- Highlighted inadequacies of structure and systems
- Reduced staff morale and development
- Delayed progress of IOP work

**Key take aways from session**
- Passion and dedication for person-centred care
- Dynamic use of “Floor Nurse”
- IOP policy working well in practice
- Traffic light system
- Possibility of cultural shift

What’s Next?
The next webinar in our IOP series is focused on local policy development. We will be joined by colleagues from NHS Grampian and Scottish Government on 26 January 2021 @ 1 pm Click here to register

**How did we do?**

<table>
<thead>
<tr>
<th></th>
<th>Not so good</th>
<th>Very good</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**What went well?**
- Real case examples
- Sharing good practice, knowledge and experience
- Presented well
- Excellent learning opportunity

**What could have gone better?**
- Extended session with more case examples
- More Q&A time
- More around range of interventions teams are using to have an impact