Risk, safety and personalisation in mental health

Supporting people to achieve personalised outcomes means enabling them to take the risks they want. This requires mental health practitioners, providers and commissioners to consider a range of different factors at a variety of levels – including staff culture, clinical and corporate governance, regulation and inspection.

NDTi supports mental health commissioners, providers and practitioners to understand and explore these risk and safety factors locally.

For example, we can:

- Benchmark your organisation’s risk profile relative to similar areas, clearly identifying opportunities for improvement
- Provide practical support, helping you to achieve personalised outcomes and recovery-based approaches by enabling risk in your local area

Inside:
- How NDTi can help you - specific examples
- Our practical tools for improvement

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www.ndti.org.uk
people ● lives ● communities
NDTi can support you by:

• Producing a risk profile for your organisation, supported by an explanatory narrative based on an appraisal by experts (including people who use services)

• Helping you to explore and understand people’s personal experiences of risk and safety, and the impact this has had on the quality of their care and their quality of life

• Providing unique measures and benchmarks to help organisations understand their position on risk and safety – relative to others

• Compiling numerical or statistical information that relates to risk. This can include quantifying the likelihood of issues happening or recurring

• Developing practical proposals for remedial action

• Driving and shaping practical support to deliver change at all levels:
  • individual
  • team
  • organisation
  • system

Who to contact

Rich Watts, NDTi’s Mental Health Lead, has worked at a national, regional and local level in central and local government and the voluntary and regulatory sectors. Before joining NDTi, Rich worked at the Office for Disability Issues as National Lead for the Strengthening Disabled People’s User-Led Organisation programme. Email rich.watts@ndti.org.uk
Our practical tools for improving approaches to risk and safety include:

- **CAIRO** (Climate Assessment Inventory for Risk and Opportunity): a tool which helps mental health teams assess, quantify and compare their approach to risk and safety

- **Challenging Behaviour Audit**: examines the extent to which the factors known to underpin effective commissioning and service delivery for people who challenge are in place

- **The Greenlight Toolkit**: a practical guide to improving your mental health services so they are accessible and flexible in supporting people with autism and people with learning disabilities. Includes a benchmarking club of organisations who have used the Greenlight Toolkit

- **Market development**: including identifying and bringing new, person centred providers into the market

- The development of **person-centred working** and **recovery-based** approaches within providers

- **Workforce development**, building on our development of workforce guidance for Skills for Care

- Bespoke approaches reflecting specific local issues
About NDTi

NDTi is a not-for-profit organisation promoting inclusion and equality for people who are at risk of exclusion and may need support to lead a full life. Our people are recognised nationally for specialist expertise in learning disability, ageing and older people, mental health and children and young people.

Our expertise:

- Ageing and Older People
- Children and Young People
- Learning Disability
- Mental Health

Who we work with...
Organisations include:

- Department of Health
- Department for Education
- School for Social Care Research
- London Borough of Harrow
- Leeds City Council

“ As a service we have been developing a new project to improve and enhance personalisation and the rights of people to be true citizens. NDTi's CAIRO work was an invaluable tool in that journey and surpassed our expectations. NDTi not only allowed us to take a reflective look at our perceptions of our practice but also helped challenge and shift our thinking in a positive way.”

Social Work & Communities Lead, Hertfordshire CC

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