

REDUCING STRESS AND DISTRESS

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INTRODUCTION:

It was identified that Newcastle Models (James & Jackman, 2017) were not routinely completed for patients on Dumfries and Galloway's Older Adult Functional Inpatient Ward (Glencairn) and Organic Ward (Cree) contrary to current guidelines (SIGN, 2023) thus negatively impacting person-centred care, patient flow and discharge planning.

AIMS:

- To ensure **30%** of all patients on both Glencairn and Cree have a Newcastle Model completed within four weeks of admission.
- To raise awareness and improve understanding of the Newcastle Model among the wider staff team to improve implementation rates.
- To provide training for all staff.

THE BENEFITS OF A NEWCASTLE MODEL:

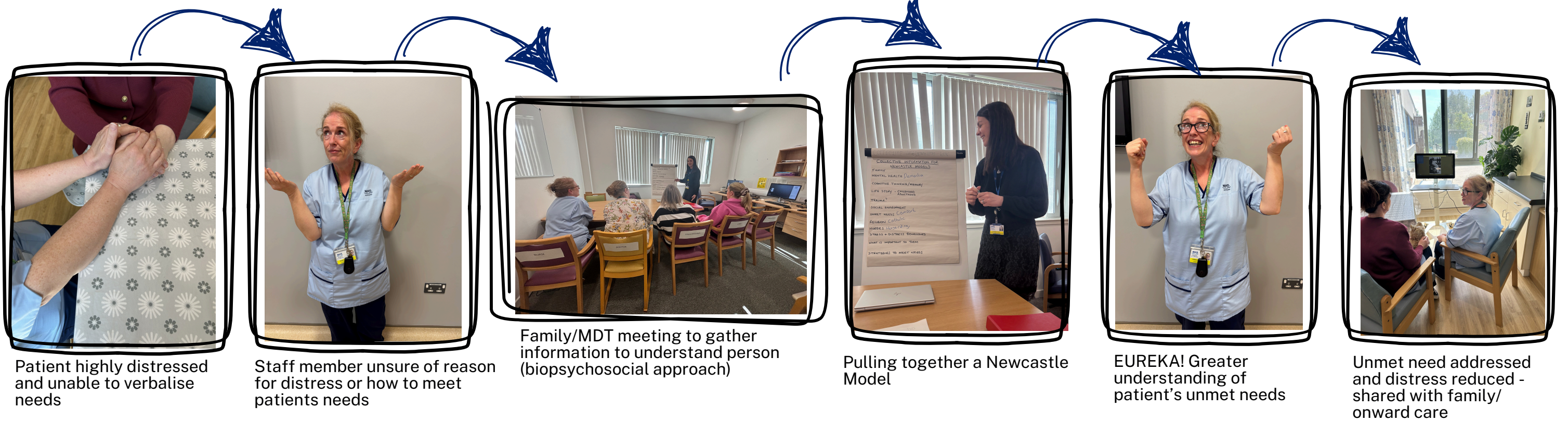
- Offers a Biopsychological person-centred approach to reduce stress and distress and improve wellbeing by identifying and addressing unmet needs.
- Helps clinicians link behaviours to a person's current situation, past experiences and psychological factors.
- Improves compliance to treatment.
- Reduces requirement for medication.
- Provides multi-disciplinary team (MDT) approach.
- Recognises and includes family and carers.
- Minimises risks.
- Supports safe and effective discharges and prevents admissions.



Newcastle Model (Blank)



Newcastle Model (Sample)



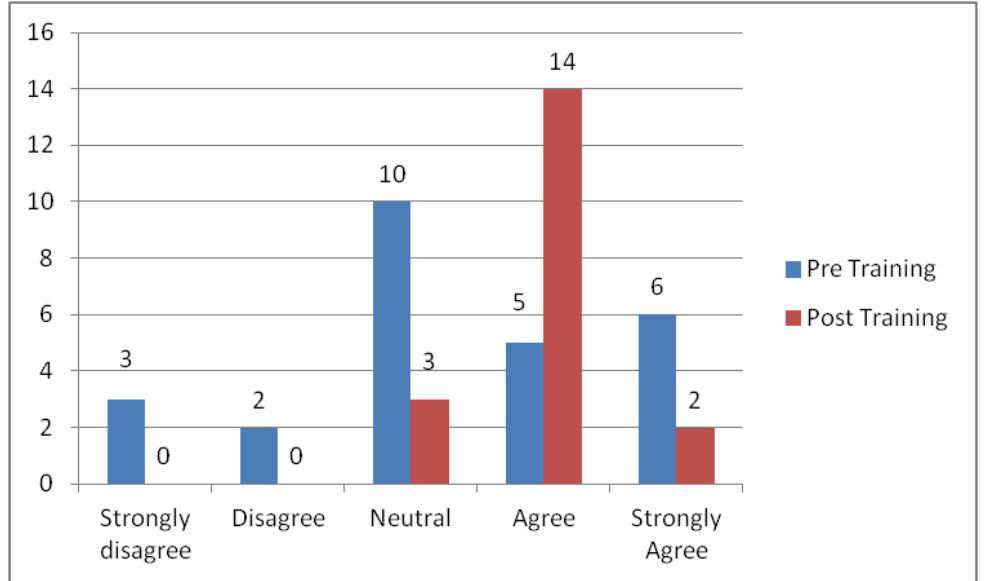
METHODOLOGY:

- A questionnaire was sent to Glencairn and Cree staff regarding their knowledge of what a Newcastle Model is and how to complete one.
- Provided bite-size training sessions; training videos and 1-1 sessions with Psychology to enable ward staff to understand how to gather the relevant information and improve confidence completing a Newcastle Model.
- Post training review using same questionnaire to assess staff knowledge and their confidence in completing Newcastle Models for patients.

RESULTS:

- Over **50%** of all patients now have a Newcastle Model completed within 4 weeks of admission and this is reviewed regularly.
- Over **75%** of staff completed Newcastle Model training.

Chart 1: Staff rating of confidence completing a Newcastle Models



CONCLUSION: Following training, staff are now aware of the ongoing importance of completing Newcastle Models for patients and the importance of meeting up with families and carers to obtain the relevant information to support patient care and treatment.