

# "Art of Specialling" - Therapeutic Intervention.

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**Aim: To improve the quality of specialling in the management of patients with challenging behaviours**

## Challenges

Inconsistencies.  
Increased Length of stay - need to focus on quality of care.  
Wanted to move away from surveillance role.  
Patients seen as unpopular.

## PATIENT EXPERIENCE

## Adapt & Evolve

Track and trigger framework to enable supported guidance for care.  
Scoring based early warning system.  
Enables consistency and early escalation  
Ability for de-escalation  
Learning pre-emptive actions to ensure avoidance and prevent reoccurrence.

The Specialling Scoring Tool explores multiple factors to determine overall score. Domains are scored 0-3 with a maximum overall score out of 15.

Guidance is given to Nursing teams relating to SST score regarding level of intervention needed along with actions for safety and support.



### Specialling Scoring Tool (SST)

Psychological Factors  
Cognitive Impairment  
Distressed Behaviour  
Environment  
Falls

### Outcomes

0-3—Monitor	8-11— Consider
4-7— Is the patient clinically well? Exclude physical causes for restlessness	1:1 special observations 12-15—Needs 1:1 special observations

## Future

Patient and carers feedback on experiences through focus groups.  
Redesigned education and evaluation programmes in changing behaviours and challenging perceptions.  
Further Research.

## References

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