

MESSAGE FROM THE ED METRO NORTH MENTAL HEALTH

Metro North Health

Dr Kathryn Turner



Staff Forum

It has been wonderful to continue to see all of the innovations and excellent work occurring across our service. At the most recent MNMH Staff Forum we heard about the important work of [Safewards](#) occurring across all of our service (MNMH-Red-Cab; TPCH, RBWH).

As many of you will know, Safewards is model aimed at improving communication between staff and consumers, reducing conflict and using least restrictive practices to support safety and wellbeing. With strategies such as establishing clear mutual expectations, discharge messages, positive words, calm down methods, mutual help meetings and more, Safewards is having significant impacts on both staff experience and consumer recovery.

We heard about the strategies that have been implemented at each site, and the resources being used. Andy and Jo from TPCH showed us their Calm Down boxes and spoke about how staff have embraced them and how consumers are finding these items very helpful. They also discussed how the discharge messages instilled hope in consumers.

Sonya Jaynes reported on the excellent work at Caboolture, including over 230 staff being trained in these approaches, and showed us the various examples of the discharge message trees across the service. Michelle Lingard at RBWH related some powerful consumer stories about the positive impact of interventions such as the mutual help meetings for individual consumers.

Congratulations to all staff across the service for the work being done to improve consumer and staff experiences.

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Calm Down box resources and discharge trees.


We also had the opportunity to hear from Michelle Wieranga and Corey Fulcher who spoke about and showed screenshots from the electronic Mental Health Journey Board. It has been great to see this system being implemented across the service, in response to recommendations from incident reviews and advocacy from staff. Thanks to all staff who have supported its development and implementation, to Digital Metro North for their work, and to the HHS who have supported us with this. If you missed the Staff Forum, you can watch the recording here: [Staff Forum - March 2023.mp4](#)

Restorative Just and Learning Culture: But what does the Coroner think?

We had a very large turnout for the most recent Restorative Approaches in Healthcare Community of Practice. This COP focused on one of the most frequently asked questions as we have been talking about Restorative Just and Learning Culture – 'But what does the Coroner think?'. We were very fortunate to be able to hear directly from State Coroner, Magistrate Terry Ryan. He spoke about his thoughts on the topic and how he feels we can work together. If you didn't get a chance to watch it, you can watch the recording here ([COP What does the Coroner Think.mp4](#)). I would encourage everyone to take a look (and just to confirm – the State Coroner is very supportive of RJLC!)

Staff Shout Out

It was lovely to see the recognition of one of our staff members at TPCH. Shaynee Stanyon (Nurse Navigator) was given flowers by the TPCH surgical team, when she assisted them to navigate the discharge of a person with complex mental health issues. Congratulations Shaynee on this recognition and thanks for all of the work you do.

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TPCH Nurse Navigator, Shaynee Stanyon.

Best wishes,

Kathryn