

*This information sheet is based on one question: 'what patient safety issues do we need to be aware of today' - resulting in immediate actions. The four P's in this information sheet provide examples to prompt the discussion. It was adapted from **Quality and Patient Safety: Safety Pause Information Sheet (May 2013)** specifically for residential disability services for adults with intellectual disabilities by the SCD/QID Quality Improvement Enablement Project Team in October 2015.*

Why	Safety awareness helps all teams to be more proactive about the challenges faced in providing safe, high quality care for service users.
Who	Team lead and available multidisciplinary team members.
When	Any time (aim for a maximum of five minutes).
How	Focus on things everyone needs to know to maintain safety. Based on one question 'what service user safety issues do we need to be aware of today?' - resulting in immediate actions. The P's below provide examples to prompt the discussion (any prolonged discussion on specific issues can be deferred until after the safety pause).



THE SAFETY PAUSE	QUESTION: WHAT SERVICE USER SAFETY ISSUES DO WE NEED TO BE AWARE OF TODAY?	Examples
		<ul style="list-style-type: none"> • People: are there two people with similar names; people with challenging behaviour; people who may wander; falls risk; self harm risk; or deteriorating health? • Professionals: Is there agency, locum or new staff who may not be familiar with environment/procedures? • Processes: do we have: new equipment or new medicinal products (are all staff familiar with these?); missing documentation; isolation procedures required; or polypharmacy, use of restrictive practices, medication reviews, safeguarding issues. • Patterns: are we aware of any recent near misses or recently identified safety issues that affected people?
		Heads-up for today
		<ul style="list-style-type: none"> • Challenges e.g. illness related leave, staffing levels, skill mix, demand surges. • Meetings/training sessions staff need to attend e.g. mandatory training. • New initiatives/information e.g. new protocols; feedback from external groups. • Any other safety issues or information of interest to the team – has this been communicated to the team e.g. notice board/communication book/ status at a glance (PSAG) board/ other communication system etc.
		Service User Feedback
		<ul style="list-style-type: none"> • Update action(s) from recent service user(s) (people's) feedback on their experience (complaints, concerns or compliments) that we need to be aware of today?



Follow-ups	Issues raised previously (confirm that these were included on existing risk register if appropriate), solutions introduced or being developed.
Team morale	Recent achievements, compliments from service users (people)/families/carers and what works well.