

**Table 1** – The Ten Safewards Interventions (from [www.safewards.net](http://www.safewards.net))

| Intervention              | Description  |
|---------------------------|--|
| Clear mutual expectations | Conflict may arise if service-user and staff expectations lack congruence. Co-producing a list of expectations between staff and service-users creates mutual clarity and consistency.   |
| Soft words                | Service-users admitted to inpatient wards are most likely distressed, agitated and in crisis. Staff also have certain requirements of service-users which may lead to conflict (such as not leaving the ward). Soft words is aimed at showing empathy, respect to service-users and colleagues and being polite and kind in requests.  |
| Talk down                 | Using de-escalation techniques and training staff in advanced techniques to help calm distressed service-users before conflict occurs.   |
| Positive words            | Ensuring that during handover, staff verbally provide positive information about service-users, and that information about any incidents includes explanations as to why the individual might have been distressed. This intervention recognises the impact of handover in setting the dynamics of shifts, and that whilst handing over important risk information is vital, so is maintaining a balance of both positive and less positive information. |
| Bad news mitigation       | Reducing the impact of bad news and recognising the level of impact this has on service-users. Actively planning how best to shared bad news to mitigate this impact.  |
| Knowing each other        | Sharing interests or appropriate information about each other to engage and build relationships.   |
| Mutual help meeting       | Voluntary meetings with both staff and service-users to discuss the week, what has helped and what improvements could be made.   |
| Calm down methods         | This intervention aims to reduce or provide alternatives to the use of medication as a method of containment or managing service-user distress. Providing an array of items that may be soothing which can be offered to service-users before restrictive methods are used.  |
| Reassurance               | Reassurance is used to reduce anxieties among service-users following incidents, to minimise any further conflict which may be triggered or arise as a reaction to bearing witness to difficulties on the ward.  |
| Discharge messages        | Individuals can leave messages prior to their discharge with advice, notes of positivity about the ward or their journey to help reassure others and promote hope.   |