

# Exploring nurse-patient relationships on acute mental health wards

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| <b>Submission date</b><br>14/02/2020   | <b>Recruitment status</b><br>Stopped                          | <input checked="" type="checkbox"/> Prospectively registered |
|  |   | <input checked="" type="checkbox"/> Protocol                 |
| <b>Registration date</b><br>26/02/2020 | <b>Overall study status</b><br>Stopped                        | <input type="checkbox"/> Statistical analysis plan           |
|  |   | <input type="checkbox"/> Results                             |
| <b>Last Edited</b><br>01/02/2022       | <b>Condition category</b><br>Mental and Behavioural Disorders | <input type="checkbox"/> Individual participant data         |
|  |   | <input type="checkbox"/> Record updated in last year         |

## Plain English summary of protocol

### Background and study aims

This study will explore how nurses and patients interact on acute mental health wards. It will examine factors which may influence interactions and how they develop into relationships. It aims to find out whether the presence or absence of a relationship has any impact on the outcome of inpatient admission. It is part of a programme of work initiated in 2006 with a Mental Health Research Network (MHRN) funded group of mental health experts who developed research ideas specifically investigating acute care.

Healthcare staff and patients on acute mental health wards in one NHS Trust can participate and they will be asked to complete a questionnaire and may be asked to take part in an interview.

### Who can participate?

Adult healthcare staff who have responsibility for delivering care to patients on the ward, and all adults patients who have been in hospital for seven days or more.

### What does the study involve?

The study will be carried out in three wards in one London mental health trust over a 6 month period and will have two main parts, one in which staff of all professions and patients who have been in hospital for 7 days or more will be asked to complete a questionnaire and another in which they will be interviewed. Based on other studies carried out in these settings the researchers expect that around 40 (75% of total) ward staff will complete the questionnaires. The researchers aim to recruit an equivalent number of patients. The questionnaires will ask about staff levels of burnout and job satisfaction, patient satisfaction with treatment, and both groups' experience of therapeutic relationships and perceptions of the ward environment. The researchers will ask between 4 and 6 nursing staff and a similar number of patients to participate in in-depth interviews to discuss their experience of developing therapeutic relationships. The researchers will also collect information on the number of staff on each shift and incidents of self-harm and violence on the wards.

### What are the possible benefits and risks of participating?

**Benefits:** there are no direct benefits to participants other than contributing to knowledge which may help to improve practice in future.

**Risks:** Interviews and questionnaires may bring up distressing feelings.

Where is the study run from?

The study is run from the University of Essex and will be carried out in South West London and St George's Mental Health NHS Trust (UK)

When is the study starting and how long is it expected to run for?

April 2020 to January 2022

Who is funding the study?

South West London and St George's Mental Health NHS Trust (UK)

Who is the main contact?

Susan Sookoo (public)

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Prof Fiona Nolan (scientific)

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## Contact information

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## Additional identifiers

### Clinical Trials Information System (CTIS)

Nil known

### Integrated Research Application System (IRAS)

228720

### ClinicalTrials.gov (NCT)

Nil known

### Protocol serial number

IRAS 228720

## Study information

### Scientific Title

An evaluation of factors affecting nurse patient relationships and outcomes in acute mental health inpatient settings

### Study objectives

The study aims:

1. To understand the content, context and experience of therapeutic relationships between nurses and patients
2. To analyse associations between key structural factors, a measure of therapeutic relationships and outcomes for patients and nurses

### Ethics approval required

Old ethics approval format

### Ethics approval(s)

1. Approved 16/12/2019, HRA and Health and Care Research Wales (HCRW) (Health and Care Research Wales Support and Delivery Centre, Castlebridge 4, 15-19 Cowbridge Road East, Cardiff, CF11 9AB; UK; ), ref: 19/LO/1727
2. Approved 18/12/2019, University of Essex REO governance team (), ref: ETH1819-0158

### Study design

Single centre mixed methods

### Primary study design

Other

### Study type(s)

Other

### Health condition(s) or problem(s) studied

Mental and behavioral disorders

### Interventions

Module 1 (no participant involvement): Information which is routinely collected around:

1. Aggression and self-harm
2. Structural measures; required vs actual staffing hours, use of temporary staff, and hours of structured ward programme

Module 2: Questionnaire data will be collected from:

1. All staff from all professional groups working on host wards – measuring ward atmosphere, burnout, teamworking, years of experience, and reported quality of therapeutic relationship. Demographic information on gender, age and ethnicity will also be sought
2. Patients – measuring satisfaction, ward atmosphere, and reported quality of therapeutic relationship. Key demographic data will also be sought, including age, gender, ethnicity and MHA status

Module 3: Individual interviews will be carried out with registered nursing staff and also with patients using a narrative inquiry approach. Participants will be asked to 'tell their story' of being on the ward describe their experience of forming and maintaining therapeutic relationships with registered nurses.

## **Intervention Type**

Mixed

## **Primary outcome(s)**

A measure of therapeutic relationships (Scale to Assess Therapeutic Relationships) collected during module 2.

## **Key secondary outcome(s)**

The measures below will be collected during module 2 of the study:

1. Satisfaction with treatment measured using the Client Satisfaction Questionnaire (CSQ-8)
2. Ward Atmosphere Scale (WAS)
3. Staff report of burnout and morale measured using the Maslach Burnout Inventory (MBI)
4. Qualitative data from interviews carried out in module 3 and analysed using a narrative inquiry approach

## **Completion date**

01/01/2022

# **Eligibility**

## **Key inclusion criteria**

Healthcare staff:

1. All healthcare staff who have responsibility for delivering care to patients on the ward will be included in the study: nursing staff only will be the focus of module 3

Patients:

1. All patients who have been in hospital for 7 days or more will be eligible to be included in the study, as this will allow an adequate period in which to have experienced life on the ward
2. Only patients thought by staff to have the capacity to give informed consent to the study will be approached, and this will also be checked by the researcher prior to obtaining written consent
3. Only participants who have good command of English will be approached

## **Participant type(s)**

Mixed

**Healthy volunteers allowed**

No

**Age group**

Adult

**Sex**

All

**Key exclusion criteria**

Does not meet inclusion criteria

**Date of first enrolment**

01/04/2020

**Date of final enrolment**

01/05/2020

**Locations****Countries of recruitment**

United Kingdom

England

**Study participating centre****Springfield Hospital**

South West London ad St George's Mental Health NHS Trust

61 Glenburnie Road

London

United Kingdom

SW17 7DJ

**Sponsor information****Organisation**

University of Essex

**ROR**

<https://ror.org/02nkf1q06>

**Funder(s)**

## Funder type

Hospital/treatment centre

## Funder Name

South West London and St George's NHS Trust

# Results and Publications

## Individual participant data (IPD) sharing plan

The current data sharing plans for this study are unknown and will be available at a later date.

## IPD sharing plan summary

Available on request

## Study outputs

| Output type                                   | Details                       | Date created | Date added | Peer reviewed? | Patient-facing? |
|---|-------------------------------|--------------|------------|----------------|-----------------|
| <a href="#">HRA research summary</a>          |                               |              | 28/06/2023 | No             | No              |
| <a href="#">Participant information sheet</a> | Participant information sheet | 11/11/2025   | 11/11/2025 | No             | Yes             |
| <a href="#">Protocol file</a>                 | version v2                    | 19/11/2019   | 06/03/2020 | No             | No              |