



Working with behaviour that challenges in healthcare settings; identifying and responding to triggers

Transcript of Frustration from relatives: Kayleigh's story

The mother Stephanie is sitting on the edge of her seat looking very anxious. The father Martin looks to check Kayleigh is alright

MARTIN

That alarm is going off again! Why is nobody coming?!

STEPHANIE

I'm sure they'll be here in a minute - calm down

Martin paces impatiently and is torn between staying by his daughter's side and striding off in search of a nurse...After pacing for a moment he becomes visibly agitated

MARTIN

I'm getting the nurse!

STEPHANIE

Calm down. I'll call them...

Stephanie presses the button to call for the Nurse

SOME TIME PASSES - THERE IS STILL NO SIGN OF ATTENTION FROM THE NURSE - WHEN AN INITIALLY CHIRPY STUDENT NURSE (OLIVIA) COMES TO RESPOND TO THE CALL

The student nurse enters side room in a chirpy manner, but does not turn off the alarm

OLIVIA

Oh! Hi your buzzer is going off is everything O.K.?

(The father is now becoming increasingly agitated. The alarm is still sounding)

MARTIN

No! This alarm has been going off for ages, where have you been?!

(Student nurse is taken back by the father's abrupt manner and becomes visibly timid)

OLIVIA

O-Oh sorry...I've just been busy with another patient...

(The father interrupts the student nurse mid-sentence and accusingly snaps at her)

MARTIN

This alarm's been going off all morning and nobody's been in...There's obviously something wrong! Why would you have an alarm if you're not going to answer it!?

(The student nurse now feeling quite scared tries to reassure the parents)

OLIVIA

Oh, I'm sure it's nothing. Let's have a look at Kayleigh...

The student nurse moves towards Kayleigh's bed side and silences the alarm/saturation monitor, then quickly looks her over.

(A little uncertain of her reply she tries to reassure the parents)

OLIVIA

She seems O.K.

(Kayleigh's father isn't reassured by the student nurse's uncertain answer)

Moving closer to the student nurse [effectively blocking her escape] snaps aggressively)

MARTIN

Well, is she or isn't she?!

MARTIN

You don't know what you're doing do you? I want to see someone senior now!

Looking scared Olivia [the student nurse] squeezes past the 'angry father' Martin to find the ward manager