



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

Martin (Kayleigh's father) is pacing and becoming increasingly agitated. The mother Stephanie is now standing with Martin reassuring him.

STEPHANIE

...Calm down Martin, look here comes they come now.

Enter Becky [ward manager] accompanied by Olivia

BECKY

Hi Martin I'm Becky, the ward manager. Olivia let me know you'd like to speak with me...

(Venting his frustration, Martin angrily complains to the ward manager)

MARTIN

...This alarm's been going off all morning, we've had to press the buzzer to call the Nurse - it's as if nobody cares!

Becky is calmly listening to him keeping eye contact showing genuine concern. Martin is looking really angry.

(Becky responds to Martin in a calm confident manner)

BECKY

I'm so sorry you feel that way. I'm just going to check on Kayleigh to make sure everything is alright - then let's have a chat about this morning - is that o.k.?

Martin, still angry, but wanting the best for his daughter, reluctantly gestures Becky towards Kayleigh to complete the checks.

Becky moves around to Kayleigh's bedside with an eObs device.

Becky begins to check the monitor, observe her breathing and then uses the stethoscope to check heart rate and breathing.

Becky Finishes checks and moves around to face parents from other side [NEAR THE EXIT]

BECKY

O.K. Martin so I've checked Kayleigh and everything is fine she's doing really well...

...has anyone explained what the alarms are for?

(Martin is still annoyed. Becky listens maintaining reasonable eye contact with an open, calm and confident posture)

MARTIN

Well...yes, but I still don't see why they go off if everything is fine AND why nobody comes when they do!

(Becky calmly explains to diffuse the situation)

BECKY

The monitors are very sensitive and even when Kayleigh moves this can set it off...

(Becky pauses for Martin's reaction)

...I'm sorry a Nurse didn't come immediately, I will speak to the nursing team about this...do you have any other concern?

(Feeling he is being heard, Martin's anger begins to dissipate. Martin sighs then replies sounding much calmer)

MARTIN

(Sigh)No...I just want to know Kayleigh's alright