Managing a Challenging Situation

Nurses are frequently faced with situations that present a challenge in their work environment, and sometimes these situations may even escalate into situations that potentially involve conflict. Many trusts and other organisations now recognise that training in conflict resolution is necessary for staff to assist them in dealing with challenging scenarios, enabling staff to recognise warning signs and react in an appropriate way using skills and resources available to them. Challenges may not come in the form of conflict with others, but on a more personal level – what one person perceives as difficult and another may deal with challenging easily.
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Policies and Procedures

Clinical Guidelines for Management of Agitated Patients
Guidelines for Incident Reporting
Guidelines for Use of Restraint, Emergency Medication and Seclusion
Guidelines for Staff Confronted with Violent Incidents
Trust Policy on Handling Formal Complaints

NMC Proficiencies

Domain: Professional & Ethical Practice: Outcome:
1.1, 1.2, 1.3, 1.4 (1.2.4, 1.3.2)
Domain: Care Delivery: Outcome:
2.1, 2.2, 2.5, 2.8 (2.1.1, 2.1.2, 2.2.4)
Domain: Care Management: Outcome:
3.1 (3.1.2, 3.4.4)

References

PALS Training Toolkit, available at:
www.westminster-pct.nhs.uk

Mentor/Student comments

Mentor sign ..........................
Student sign ..........................
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Scenario 1

Mr Evans has been admitted with a UTI and has not slept for 2 nights. He has become increasingly confused and unco-operative and has now grabbed the scissors from the resus trolley. When approached by staff he tries to attack them.

1. What is the prime consideration in this situation?
2. Who could you call on for help in dealing with this?
3. Is there anything that could be done to prevent a similar occurrence happening if the patient remains confused during their admission?
4. Would you report these events and if so how?

Scenario 2

You have been caring for Miss White over the last several days and this afternoon are approached by her sister who expresses concerns regarding the nursing and medical care Miss White has been receiving. Miss White herself has not brought any issues to any of the staff.

1. As a staff nurse how would you initially attempt to deal with this situation?
2. If you yourself were unable to resolve the issue whom would you refer the patient’s sister to?
3. If the relative stated that they wanted to make a formal complaint what would you advise?
4. What do you consider is the most appropriate place to document these types of occurrence and why is it important to document events such as this?