



**ACE 2018**

**First person knowledge**

**- and third person knowledge**

Socialstyrelsen

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The National Board of Social Services is a governmental agency under The Ministry for Children and Social Affairs. The Board aims at actively contributing to a knowledge based Social Policy, which furthers effective social initiatives for the benefit of citizens. The goal is to make social knowledge work.

**Five professional staffs killed**

In the period from 2012 to 2015 there was five professionals killed by the citizens at residential housings in Denmark. This sad situation provoked an urgent need to prevent further killings.

It was tempting to focus on "safety". However, instead of focusing only on "danger" and "safety" the National Board of Social Services chose a main focus on "well-being".

- This is well-being for staff at work.
- This is well-being for citizens at residential housing..

To conclude: staff and citizens united versus the new common "enemy" which is "failure to thrive".

The idea is that people who thrive and feel well-being do not threat and seize violence.

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**National project 2014 - 2017**

In the project: Prevention of Use of Power in Psychiatric Housing Facilities.

- The methods Feedback Informed Treatment (FIT) and Low Arousal (LA2) are implemented at three housing facilities facing challenges in relation to violence

FIT & LA contribute to promoting a more systematic, individual and communicative practice.

A practice which contributes to developing de-escalating practice.

Which contributes to a reduction in the extent of threats, violence and use of force at the three participating housing facilities.

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**Background**

The project tested a education and training package consisting in the methods FIT and LA2

The purpose of the education and training package was to reduce the extent of threatening and violent behavior as well as decreasing the amount of incidences of use of force in the three participating social psychiatric housing facilities.

In addition to this the citizens and the professionals working at the housing facilities, should experience having more adequate tools in order to prevent threats, violence and situations with use of force.

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**Research**

Research-related evidence is found for the fact that the use of FIT strengthens the citizens' and professionals' communicative competences and sharpens the focus on well-being and control over one's life experienced by the citizens.

A combined use of FIT and LA2 will support a cultural change where a restrictive practice is replaced by a more communicative and solution-orientated framework

- which helps to strengthen the individual citizen's coping skills and hence reduces the risk of threats, violence and use of force.

**The common third: development of well-being**

Focus on safety was changed into a primary focus on development of well-being which was thus strengthened as a common third, the joint goal for both professionals and citizens.

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**Well-being of citizens**

In order to focus on the well-being of citizens, you will have to establish a set up in which the citizen's inner-perspective is recognized both by the citizen and the staff.

FIT and LA2 were the methods chosen as these enable to clarify the citizen's inner-perspectives , also for the citizens themselves.

FIT and LA2 offered systematic verbalising of citizen's inner-perspective and was giving effective dialogue between first-person knowledge and third-person knowledge

First-person knowledge is synonym a persons inner-perspective (e.g citizen)

Third-person knowledge is synonym for other persons outer view one a person (e.g staff).

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### Background

It was expected that the combination of FIT and LA2 would entail an effort which provides heightened well-being.

And increased reflection. And increased focus on communicative competences. And increased self-control . . . experienced by the citizens.

### Consequently

the expectation was a gradual cultural change away from restrictive practice towards a framework based on increased communication and solution-orientation.

Focusing on underpinning the citizen's coping skills and recovery.

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## Safety and well-being Focus on safety was changed

## into a primary focus on development of well-being

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### The knowledge basis

Research shows that the experience of control in one's own life is crucial for people's ability to co-operate.

When the citizen experiences a certain degree of control, he or she can delegate a part of the control to for example professionals. This is called co-operation.

When the citizen loses the experience of control in his or her life, anxiety may occur.

Anxiety in connection with the fight and flight mechanism may have the effect that the citizen does not manage to cope with his or her part of the co-operation (the delegation of a portion of the control to professionals).

If retreat (flight) is made impossible, the situation can escalate (fight).

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### Sustaining a sense of control

Not only the citizens have a need to sustain a sense of control.

Also the professionals have need to sustain a sense of control. If not fulfilled the professionals easily slide into restrictive practices.

Restrictive practices easily escalate into use of force.

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### The knowledge basis

When professionals experience that the citizen behaves in an understandable way, the professionals experience being in control.

Then it is easier for the professional to react in a more accommodating manner, in a non-restrictive manner.

On the contrary, when professionals experience that a citizen behaves in an in-comprehensible way, the professionals can experience a loss of control (they don't understand).

Subsequently, the professionals may react in a restrictive manner in an attempt to obtain the experience of control over the situation.

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### Case: control and well-being

The management of one residential housing states that the professionals carry out FIT talks with every citizen every 14 days. The management furthermore states that staff does not write the FIT plans on behalf of citizens - but only together with the citizens.

The professionals did not imagine that one particular citizen actually could work with the FIT plans. They proved wrong.

Previously much use of force was used towards this citizen. And additional staff members were working around the clock.

Most of the use of force was in connection with help during bathing. The professionals had not previously managed to find the cause of the citizen's behavior. Through the FIT conversations, they found out that the citizen wanted to have the bath first thing when she woke up. Since this practice was implemented, much less use of force occur.

From further FIT talking it became clear that the citizen wished to add the water on her face herself, because she had a trauma from childhood about drowning. This resolved the last use of force.

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**Case: control and well-being**

The citizens have the experience of being involved as to how the professionals help, support and avert in the early stages of a conflict.

For example, the FIT-charts and the LA-plan for a citizen's well-being made it clear that a particular citizen was lacking in activities in his everyday life.

The professionals experience that FIT-conversations are experienced as preventing as potential conflicts may be met at an earlier stage.

The use of Low Arousal may have a reducing effect when it comes to conflicts, and that it can ward off an escalating conflict.

**The good circle**

Research shows that a shift in focus from restrictive practice and sanctions to prevention and conflict management reduces the occurrence of violence and use of force in housing facilities

A concurrence of a connection between a high degree of citizen involvement and reduced use of force has been documented.

**Because**

Increased citizen involvement entails increased experience of control for the citizen.

Which causes enhanced well-being

Which leads to reduction in anxiety and stress.

- A reduced stress level can be linked to a reduced risk of threats and violence and hence a diminished risk that professionals experience a need for use of power.

**DATA: Results housing facility 1.**

**Table 1.**

The number of incidents with use of force in housing facility 1.

Year	2015	2016	2017	
2014	41	2	2	0

**Table 2.**

The number of physical violent incidents in housing facility 1.

Year	2015	2016	2017	
2014	42	22	25	4

**DATA: Results housing facility 2.**

**Table 3.**

The number of incidents with use of force in housing facility 2.

Year	2015	2016	2017	
2014	0	0	0	0

**Table 4.**

The number of physical violent incidents in housing facility 2.

Year	2015	2016	2017	
2014	12	19	32	5

**DATA: Results housing facility 3.**

**Table 5.**

The number of incidents with use of force in housing facility 3.

Year	2015	2016	2017	
2014	3	2	2	1

**Table 6.**

The number of physical violent incidents in housing facility 3.

Year	2015	2016	2017	
2014	170	86	57	46

**DATA: Results housing facility 3.**

**Table 7.**

Sick-leave in housing facility 3

	Year				
	2013	2014	2015	2016	2017
Housing Facility 3.	18,4	44,2	37,4	5,1	9,8
Municipality	13,1	12,8	13,1	12,8	12,4

**Central conclusion**

**Improvement of the individual citizen's well-being**

• (Measured with WHO-5)

**+**

**Improvement of the professional's job satisfaction**

• (Measured with The Copenhagen Psychosocial questionnaire II from the Danish National center for the Working Environment)

**=**

**A more secure way to safety**

**- both for the citizens and the professionals**

**Because: The citizens' and the professionals' experiences of safety and well-being are closely linked.**

**One of the groups can only thrive if the other group is able to thrive.**

**People who thrive and feel well-being do not threaten and seize violence.**

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