Consumers' Perceptions of Nurses Using Recovery-focused Care to Reduce Aggression in All Acute Mental Health Including Forensic Mental Health Services: A Qualitative Study

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ABSTRACT

Introduction/Background
Recovery-focused care is now the preferred model of care that nurses can provide for people with a mental illness (consumers) to support them achieve their personal and clinical recovery. However, there remains a lack of research evidence to support nurses to translate this knowledge clinically and achieve a consistent approach to provide recovery-focused care for consumers who may become aggressive.

Aim/Purpose of the project
This paper reports the findings of research conducted with consumers to obtain their perception of how nurses can use recovery-focused care to reduce aggression in all acute mental health including forensic mental health services.

Methods/Process/Who is being studied
Individual and focused group interviews were conducted with consumers diagnosed with a mental illness in acute mental health settings. The constructivist grounded theory method guided data collection, coding, and analysis to generate categories that described the consumer perspective.

Results/Outcome
Thirty-one consumers participated in this study and data saturation was reached. Five categories emerged, and these were: 1) see the person as an individual with a unique lived experience, 2) dialogue to explore the reason for the behaviour, 3) use positive communication to encourage self-management, 4) promote personal comfort to de-escalate the risk for aggression, and 5) travel alongside the person to co-produce strategies for reducing aggression.

Recommendations/Conclusion
The research provides insights into the consumer perspective of potential causes of aggression, and how nurses can use RFC to reduce the risk of aggression in all acute mental health settings. The findings are currently being tested in research to generate deeper knowledge and understanding of how nurses can provide recovery-focused care for consumer who may become aggression. They can also be incorporated into nursing education and professional development training to increase understanding of consumer perspective of recovery-focused care in all acute mental health including forensic mental health services.