



BBC Panorama Edenfield Centre



#QualityMatters – Issue 19



**Link to BBC
Documentary:**
[. BBC One - Panorama,
Undercover Hospital:
Patients at Risk](#)



See it, Report it!



**Zero tolerance to
abuse**



Undercover Reporter

In October, the BBC sent an undercover reporter into a hospital to work as a Healthcare Assistant, as they has received some whistleblowing concerns about patient safety.



Edenfield Centre

The Edenfield Centre is a medium secure mental health unit, ran by Greater Manchester Mental Health Trust.



Whistleblowing

This is someone who speaks up when they feel something is not right. It could be a patient, person we support, staff member, family or another person.



Secret filming

The Reporter worked at the centre for several weeks and worked in Two wards. He had a hidden camera on, and people did not know they were being filmed.



Physical Abuse by staff

Staff were observed pinching and slapping patients' arms. Physical restraints were excessive and not in accordance with best practice.



Seclusion

Seclusion was used as a punishment and to give staff a break. It was used for excessive amounts of time and observations were not carried out frequently enough. Observation records were then falsified.



Emotional Abuse

Staff were observed to repeatedly emotionally and physically abuse patients who were suffering from severe mental health issues. Staff called people names, then said 'only joking'.



No professional boundaries

Some of the staff on the video used crude language in front of patients and invaded their personal space. Some staff let patients sit on their knees and were playing inappropriate games with them.



Pornography

Staff were letting people we support watch pornography together when this was against the rules.



Medication

Medication was very poorly managed with one person nearly overmedication on Clozapine. The patient had to tell the staff she had already had her medication.



Use of language

The repeated use of foul language by the staff demonstrated a toxic culture, poor leadership and lack of visibility by senior management within the hospital. The care displayed by most staff was not person centred or values driven.



Least Restrictive Practice

Staff did not demonstrate least restrictive practices, either when carrying out physical interventions or when patients were in seclusion. This is a breach of their Human Rights.



Training

The training for the agency worker was one day's online induction. This is not enough staff training for any care role especially a specialist mental health unit.



Punishment

Patients had all items removed whilst in seclusion so that they had to ask staff for everything including toilet roll, blanket and pillow. This was a way for staff to exercise power over patients.



Staff falsified records

Staff falsified clinical records including observing when people were in seclusion. Management also asked agency and new staff to sign records which were false.



Asleep on Duty

Six members of staff were found to be asleep whilst on duty.



Senior management not visible

Both staff and patients said that senior management were not visible enough within the wards.



Voices not heard

Patients raised concerns with families, who complained to the Hospital, but it was not taken seriously. This was also not picked up by the Regulator.



Vacant Nurse posts

It was noted that the hospital had a large number of mental health nurse posts vacant.



Mobile phones

Many staff were using personal mobile phones throughout their shift which is a breach of policy.



What next?

A full criminal investigation is taking place into the abuse as well as an internal one by the NHS. Some patients have moved to other hospitals.



Staff suspended

More than 20 staff have been suspended from the hospital.



Speak Up

If you are worried about any type of abuse, please speak to your friends, family, person supporting you or Freedom to Speak up Guardian on the poster.



Easy Read Abuse Guides

Don't forget we produced easy read information on the different types of abuse. Speak to your registered manager for more information.