

Enhanced Observation Service

Prometheus Complex Care provides therapeutic 'Enhanced Observation' of patients on-site in emergency departments, hospital wards, Section 136 suites, places of safety and other settings, freeing up NHS Hospital, NHS Ambulance and Police personnel, so they can return to their core duties.



Key Features

Person Centred: Individualised care is a key focus of our service. Our enhanced observations service is tailored for patients who are experiencing a mental health crisis, where there may be risk of violence and aggression, self-harm, absconding and challenging behaviours. Patients could be informal as well as detained under the Mental Health Act.

Our service is also available to those with complex pathology who are in need, such as those with eating disorders, learning disability and neurodivergence diagnoses.

Wide Geographical Coverage: Our 'onsite' enhanced observation service can be delivered at any 'regulated' location within the health system.

Quick Response: We operate a 24-hour Control Room for booking an Enhanced Observation, which coordinates the quick deployment of our Observation Teams from one of three regional hubs.

24hr
control
room

Flexible Skill Mix: Staffed by a mix of qualified and experienced Registered Mental Health Nurses (RMNs) and Healthcare Assistants (HCAs), we offer enhanced observations based on assessed risk.

Benefits

Minimised Risk: Our approach minimises the risk to the patient and others, whilst safeguarding the privacy and dignity of the individual, and respecting their gender, cultural and religious beliefs.

Therapeutic Intervention: We deliver observation in an engaged and supportive way, allowing staff to proactively support and interact with the patient (where appropriate).

Releasing Staffing Capacity: Our Enhanced Observation Teams allow NHS, Social Care, Police and Ambulance personnel to return to their core duties, whilst we safeguard and protect the patient until such time services are ready to assess or care for the individual.



What makes us unique?

- ✓ **Experience:** We have a successful and extensive track record of working with people with a range of mental health diagnoses and challenging behaviours, and in partnering with statutory agencies such as the NHS, Social Care, Police and Ambulance Services.
- ✓ **Healthcare Focus:** We are not security guards, we employ healthcare professionals to provide an engaging and therapeutic Enhanced Observation service.
- ✓ **Risk Management:** Our service is grounded in robust risk management, to ensure that patients, staff and members of public are sufficiently safeguarded and protected.
- ✓ **High Quality Staff:** We undertake rigorous employment checks and provide comprehensive in-house training programmes to ensure our staff can perform their roles to the highest standards.
- ✓ **Least Restrictive Practice:** All staff undertake comprehensive training in physical interventions / restraint techniques, so that they can exhaust every option before restraint is considered.

Contact us

To book our services, please contact us via:

Online Booking Portal
www.pcare.co.uk/contact-us

Helpline
0800 009 6668

Discuss our services or your specific requirements
info@psecure.co.uk