

The Use of Video for staff training

Two examples of how video can be used not only as a training tool but as a medium that empowers.

Service User Video - We cannot play you the video on this site, but here's the story instead. An idea occurred to me in the middle of a user meeting about the difficulty of turning the ward round code of professional conduct from official Trust policy into consistent achieved action by staff on the ground. Many staff still did not practice it. A couple of audits had found that large numbers did not even know about it.

So how about a video that portrayed in some telling way what it can be like to be on the receiving end of a large clinical meeting focussed entirely on you – and showing the video at Trust Induction courses, so that all new staff could see it ? To its great credit the local Trust committed real money to the idea and a quality video has been made. Sensibly, it covers wider ground than just the ward round, but the material shares the same essential principals. The video's cast is made up exclusively of local service users. And it is shown monthly at the Trust's Induction course, often to 50 people at a time.

Here's a way of reaching large numbers of practitioners with images that move and have impact.

Training police video – This is a more recent story. The Metropolitan Police are making real efforts to improve their mental health practice. The fact remains that the police are called in whenever there's a mental health incident which complies with everyone's worst fears and prejudices – ie things out-of-hand, person violent, etc. So, in real life, young police men and women tend only to meet the mental health issue at its most stereotypical.

At the time of writing this, the Metropolitan Police have just completed a video about restraint, which includes an interview with two service users I know well, who talked on camera to me about what it's like to hear voices, what it's like to have your front door knocked in by the police, etc. The conversations were unforgettable for me and have been skilfully edited for the video. It will be shown to police cadets across London and maybe further.