

De-escalation Scenario: Prescription Critical Reflection using Borton's Framework 1970 Introducing Savannah

You are a senior student on duty.

Savannah comes to the reception area requesting a repeat prescription of Zopiclone, as she has run out.

Savannah has a prescription of zopiclone 7.5mgs nocte for 7 nights per month. She last received her prescription 10 days ago.

When you begin to describe the rationale for the small number and how it becomes less effective if used regularly, Savannah becomes very upset and angry.

While shouting, Savannah reaches over the reception desk and takes a pen. She attempts to superficially self-harm in the waiting area.

Areas for you to reflect on:

What: What is happening here in this situation? How will you approach Savannah in this situation? Which de-escalation skills will you use?

So What: How would you reassure and support the other service users in the area who witnessed this incident, without disclosing any confidential information?

Now What: What can you learn from this situation? How might you manage your own reactions to this event? Who can support you?

Bortons' 1970 Framework Guiding Reflective Activities in Jasper M (2003). Beginning reflective practice. Cheltenham: Nelson Thorn.