

Development and implementation of the Therapeutic Engagement Questionnaire (TEQ) and its potential future use in a variety of care settings

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What is therapeutic engagement?

- Therapeutic engagement involves healthcare professionals spending quality time with service users, aiming to empower them to participate in their care
- Therapeutic engagement is seen as a very important aspect of mental health nursing and care
- It is believed to lead to improved outcomes and experiences for service users

Development of the TEQ – why we did it

Before the development of the therapeutic engagement questionnaire (TEQ) there was no way to objectively:

- measure the contribution of registered mental health nurses to mental health service users' recovery
- assess the impact of therapeutic engagement in acute inpatient mental healthcare settings – both across the ward and in 1:1 interactions between service users and nurses

Development of the TEQ – why we did it

- To determine the nature of therapeutic engagement on service users' experience (as viewed by service users)
- To examine therapeutic engagement from the perspective of registered mental health nurses (as distinct from other professionals)

Development of the TEQ – How we did it

The TEQ was developed in partnership with service users and mental health nurses in three stages:

Stage 1. Working out what the questionnaire was going to assess and how ('item generation')

Stage 2. Reducing and agreeing on the number of aspects of care and engagement to be assessed ('factor analysis')

Stage 3. Checking how the results of the TEQ compared with other established questionnaires (authentication)

The TEQ – what it looks like

- 20 item questionnaire; two sub-themes/scales (1:1 care interactions, care environment and ward atmosphere)
- 1 to 4 tick box response (using the Likert scale)
- Behaves well as a measurement; determines the nature of therapeutic engagement on service users' experience (as viewed by service users)
- Examines therapeutic engagement from the perspective of registered mental health nurses (as distinct from other professionals)

Service User Questionnaire

Service User Therapeutic Engagement Questionnaire (TEQ)

How much has your named nurse contributed to your recovery? Please indicate by putting a mark on the line below. '0' is not helpful at all and '10' is the most helpful they could be.

0 _____ 10

The **20 statements** below are scored in relation to what the **1:1 sessions with your named nurse have been like**. Please select **one answer** on the scale for each statement.

No.	Statements My named nurse...	1:1 sessions with your named nurse			
		1	2	3	4
		Strongly disagree	Disagree	Agree	Strongly agree
1	Shows me respect at all times				
2	Gives me support at all times				
3	Preserves my dignity throughout my care				
4	Accepts me for who I am				
5	Helps me to have control over my care plan				

Service User Questionnaire

Service User Therapeutic Engagement Questionnaire (TEQ)

How much have the nursing staff contributed to your recovery? Please indicate by putting a mark on the line below. '0' is not helpful at all and '10' is the most helpful they could be.

0

10

The 20 statements below are scored in relation to what the environment and atmosphere on the ward has been like, as created by the nursing staff. Please select one answer on the scale for each statement.

№.	Statements	Environment and atmosphere of the ward as created by the nursing staff			
		1	2	3	4
	The nursing staff...	Strongly disagree	Disagree	Agree	Strongly agree
1	Show me respect at all times				
2	Give me support at all times				
3	Preserve my dignity throughout my care				
4	Accept me for who I am				
5	Help me to have control over my care plan				

Mental Health Nurse Questionnaire

Mental Health Nurse Therapeutic Engagement Questionnaire (TEQ)

How much do you think you have contributed, by means of therapeutic engagement, to the recovery of the service user in your care in **1:1 clinical sessions as the named nurse**? Please indicate by putting a mark on the line below, '0' being not at all and '10' the most possible.

0

10

The **20 statements** below are scored in relation to what you, as a named nurse, think of the **1:1 clinical sessions with service users** in your care during their stay on the ward. Please select **one answer** on the scale for each statement.

No.	Statements In 1:1 sessions...	1:1 clinical sessions with service user			
		1	2	3	4
		Strongly disagree	Disagree	Agree	Strongly agree
1	I show the SU respect at all times				
2	I give the SU support at all times				
3	I preserve the dignity of the SU in my care				
4	I accept the SU for who they are				
5	I accept that the SU should have control over their care plan				

Mental Health Nurse Questionnaire

**Mental Health Nurse
Therapeutic Engagement Questionnaire (TEQ)**

How much do you think you have contributed, by means of therapeutic engagement, to the recovery of the service users in your care in the general ward setting? Please indicate by putting a mark on the line below. '0' being not at all and '10' the most possible.

0 _____ 10

The **20 statements** below are scored in relation to what you, as a **named nurse**, think of the **environment and atmosphere** on your ward. Please select **one answer** on the scale for each statement.

No.	Statements On the ward...	Environment and atmosphere of the ward			
		1	2	3	4
		Strongly disagree	Disagree	Agree	Strongly agree
1	I show SUs respect at all times				
2	I give SUs support at all times				
3	I preserve the dignity of SUs in my care				
4	I accept SUs for who they are				
5	I accept that SUs should have control over their care plan				

Implementation of the TEQ – where we are

- Implemented in adult acute wards of four NHS Mental Health Trusts in England – three others in process
- An independent provider has also implemented the TEQ in the acute wards of three mental health hospitals
- Implemented in Finland, Malta and Slovenia

Implementation of the TEQ – its value

Implementation has demonstrated the value of TEQ in:

- highlighting the role of registered mental health nurses in therapeutic activity
- identifying variations in practice across wards.

The outcome data produced by TEQ are being used in a variety of ways to:

- support the nursing strategy
- inform the quality improvement strategy
- introduce new ways of working – enhancing the quality of service user experience and nurses' job satisfaction

What has the TEQ impacted on care in practice?

- Intensive engagement between service users and nurses
- 1:1 therapeutic engagement between senior staff and service users, role modelling good practice to junior staff
- Getting the induction and admissions process right from start, so that both patients and staff are working together

Future use of the TEQ

- An additional NHS Mental Health Trust will be implementing the TEQ on wards for young people
- TEQ is due to be implemented in Jordan later this year, as well as other countries
- We are planning to develop an app-based TEQ
- We are looking at how to implement the TEQ in different care settings beyond mental health

References

[Chambers, Mary](#), McAndrew, Sue, Nolan, Fiona, Thomas, Ben, Watts, Paul, [Grant, Robert](#) and [Kantaros, Xenya](#) (2019) [The Therapeutic Engagement Questionnaire \(TEQ\) : a service user-focused mental health nursing outcome metric](#). *BMC Psychiatry*, 19, p. 384. ISSN (online) 1471-244X

[Chambers, Mary](#), McAndrew, Susan, Nolan, Fiona, Thomas, Ben, Watts, Paul and [Kantaros, Xenya](#) (2017) [Service user involvement in the coproduction of a mental health nursing metric : The Therapeutic Engagement Questionnaire](#). *Health Expectations*, 20(5), pp. 871-877. ISSN (print) 1369-6513