



Working with behaviour that challenges in healthcare settings; identifying and responding to triggers

Transcript of Challenging environments: Billy's Story

Nurses (Megan and Sam) are taking a tea break and talking about what they would do if they won the lottery.

MEGAN

If I won the lottery I don't think it would change me, I'd still work.

(Sam replies giving an insouciant shrug)

SAM

I'd be straight on a plane and out of here.

MEGAN

Where would you go?

SAM

Anywhere, just out of here!

(Laughs)

The nurses stop as they notice a patient (Billy) appearing at the window to the office looking visibly troubled. They glance up but carry on their conversation, regardless of his noticeable distress.

MEGAN

...C'mon you must have somewhere in mind

The patient (Billy) feeling discouraged by them continuing to chat, moves away from sight.

(Sarcastically Sam replies)

SAM

Well I've always liked really rainy miserable places ...

(Megan noticing Sam's sarcasm interjects)

MEGAN

Shut up! Be serious...

SAM

Sorry, I'm just messin'...

(Sam pauses to think for a second...)

I dunno...I'd probably just find a secluded island somewhere.

The patient (Billy) reappears at the window looking intent towards the nurse (Megan) then knocks on the door and calls to speak with her.

BILLY

Nurse!?

The nurse (Megan) looks up and shouts dismissively towards the window.

MEGAN

You're gonna have to wait a minute I'm in the middle of something!

Megan distracted momentarily, picks up the conversation.

MEGAN

Sorry Sam, you were sayin'

SAM

Yeah, somewhere sunny that I can just chill with someone to bring me drinks to my poolside

MEGAN

Poolside?!

SAM

Yeah in my mansion by the sea of course...

The patient (Billy) reappears at the window for the third time. Now looking really agitated and insistent to speak with the nurse, he knocks on the door and calls to speak with her.

BILLY

Nurse!?

Sam rolls her eyes dismissively and tuts.

(Muttering)

SAM

Bloody PD's! They always want attention.

Megan glances at Sam.

MEGAN

That's uncalled for.

Megan skates toward the door and gets out of her chair to peer around the door to address the patient (Billy)

MEGAN

What do you want?

BILLY

I just want to get of this fuckin' ward its doin' my head in

(Megan replies dismissively)

MEGAN

Well, I've told you I'm in the middle of something now. I'll come and find you when I've finished!

Megan closes the door and Billy is left looking agitated at the window. Pulling his hair he walks away making sounds of frustration

BILLY

(Grrr)

Billy walks away from the door to a chair which he has previously been waiting on in the corridor. He sits down again looking really angry and frustrated. He pulls his hair and looks distraught.

(Chuntering to himself)

BILLY

I've been waiting here for fuckin' hours now...I'm informal for fucks sake...I should be allowed some time out!

Megan finally comes out of the office to see Billy looking really distressed. Standing over him she decides to speak to him about what is wrong.

MEGAN

Right, you can't keep behaving like this can you. Do you think you might need some PRN? I think you might need some.

Billy still distressed explains his problem to the nurse.

(Billy is still looking distressed)

BILLY

NO! I just want some time off the ward. It's noisy on here. I can't hear myself think.

Megan hesitates, and then realising her approach and body language is exacerbating the situation pulls up a chair next to Billy.

Megan pulls up chair alongside Billy.

Megan hesitates; her body language is mirroring Billy's. Billy starts to calm down a little. He takes his hands down from his head and places them in his lap.

(In a reassuring voice Megan speaks to Billy)

MEGAN

I understand. It can get really busy in here...

(Megan pauses to allow space)

MEGAN

Do you want to talk about it?

(Billy looks up at Megan and looking calmer, acknowledges her gratefully with a nod)