



Change idea:

To implement the use of mobile phones on the ward

Predictions

Being able to use mobile phones should:

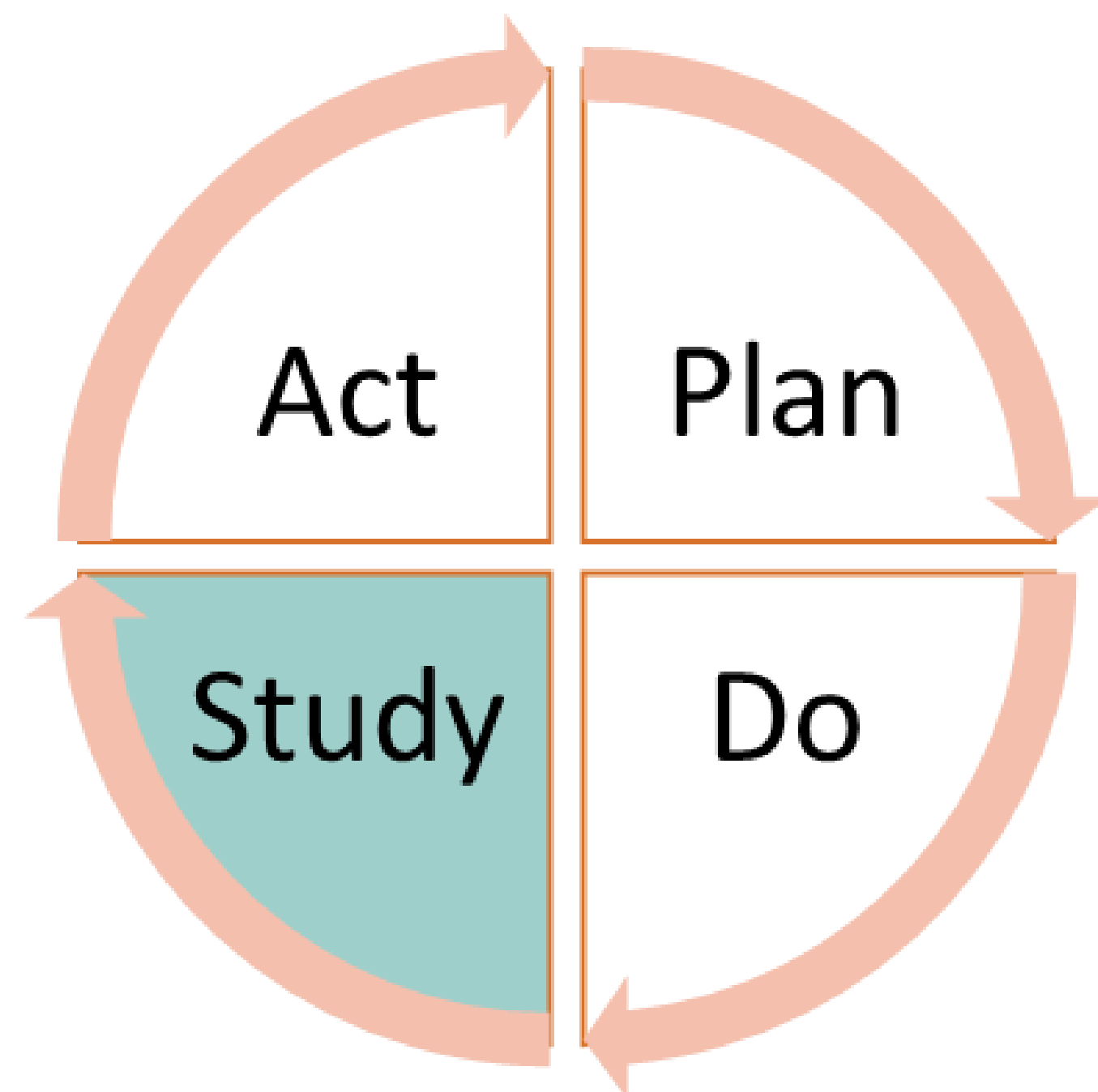
- improve the patient experience
- reduce frustration that can lead to incidents
- promote recovery
- improve contact with friends and family.

Plan

- Talk to staff and service users about the intended changes
- Visit to another PICU to learn from their experience
- Ensure clear communication and handovers
- Care plans for each service user regarding use of own phone on the ward.

Do

- Discussion with the service users about what they see as restrictive
- Care plans for service users with regards to their individual use of mobile phones
- In the main, service users valued the opportunity to use their phones and adhered to the rules around use.



Study

- Positive verbal feedback from service users.
- Experience with a service user who was unable to manage mobile phone use safely led to learning that capacity and vulnerability needs to be assessed prior to use and included in care plans.
- Visit to another PICU demonstrated the benefit of using a mobile phone usage contract in addition to the care plan.

Act

- We began to use the contract in addition to the care plan
- We now assess capacity and risk prior to allowing mobile phone use, to minimise risk of harm to self or others.

All teach, all learn

This change idea has:

- Improved patient experience and contact with friends and family
- Helped to promote recovery

Team Mascot

