

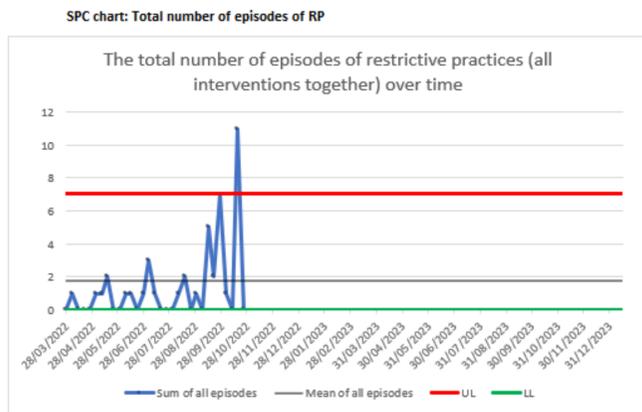
Reducing Restrictive Practice

Reflecting on our project

Who are we?

Juniper Ward is an 18 bedded NHS male acute ward with a further 6 Ministry of Defence speciality beds.

We are lucky to have a well-established team, many of whom have been working at Parklands for at least a decade. They are a passionate bunch who clearly have the patient at the heart of what they do. The team have really signed up to being the best ward we can be, embracing new ideas and expressing creativity. We are using the data about the restrictive practice on the ward to help us focus on areas of change.



Change ideas we have tested include:

JAN, OUR PEER SUPPORT WORKERS ASKED THE MEN ABOUT SAFETY USING THE PATIENT SAFETY CLIMATE SURVEY

In June 2022, we asked 10 patients to complete this and then collated the results. The review of these results led to an incredibly meaningful conversation with the staff team at a ward workshop, with a list of areas to focus on:

- Queuing for medication
 - Chargers
 - Leave
- Safety Razors
- Ward Round & decision making beforehand
 - Bathrooms
 - Locked door
- Plastic cups: are they a necessity?

WORKING TOWARDS A WARD ROUND MUTUAL EXPECTATIONS CHARTER

We have gathered feedback from patient and carers around the experience of attending ward round and we will be meeting with the Multidisciplinary Team (MDT) to share the findings and work towards an MDT Mutual Expectations agreement.

Changes we have seen on the ward

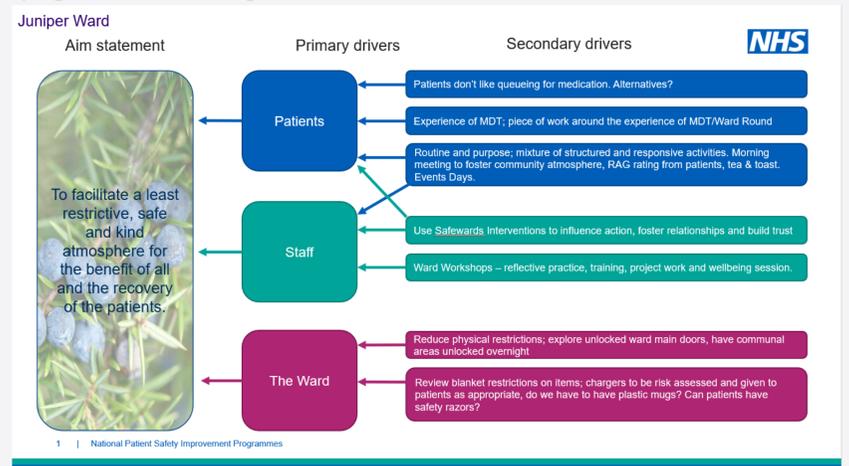
STAFF AND PATIENT ENGAGEMENT

Whilst the focus is around Reducing Restrictive Practice it is also very much about our journey as a ward and a team. We are doing a number of interventions to facilitate a least restrictive, safe and kind atmosphere for the benefit of all and the recovery of our patients.

Patients: Patient Safety Climate Survey, Discharge Feedback forms, Morning Meetings, Peer Worker engagement

Staff: Ward Workshops, Staff Meetings, 1:1s, RRP Conference and Network Forums

Developing of culture of being **OPEN, CURIOUS AND ENGAGED**



What our patients, staff and carers say

Service User Feedback

- "The staff are constantly monitoring everyone ensuring everyone's safety."
- "There are patients who have potential to lose their temper and things can happen quickly."
- "When other patients have argued and atmosphere is high, the staff have been incredibly supportive"
- "I feel slightly on edge, but they have been generally contained"
- "I don't personally think being physically restrained is ever needed. We should not be forced into taking any drugs"
- "My own anxiety made me feel unsafe, but the staff made the atmosphere feel safe."
- "Having to wait in line for meds - meds could be better. You have all these men in line, like a kebab shop. I feel vulnerable."

@JuniperWardNHS #JuniperWardRocks

Looking to the future

WE ARE GOING TO CARRY ON WITH WHAT IS WORKING

- No idea is a stupid idea—we go with it if possible!
- Using Safewards has been fundamental to creating an engaged, collaborative, safe environment based on mutual respect and a desire to be the best male acute ward!
- Morning meetings and Tea and Toast
- Positive cycle of change—when it works we have more ideas, if it doesn't we tweak it!
- Staff engaged in curious conversation—is there a better way?
- Ward Workshops are back and from this a newsletter is produced to share with the whole team

