



# REDUCING RESTRICTIVE PRACTICE

NEWSLETTER

MARCH 2019

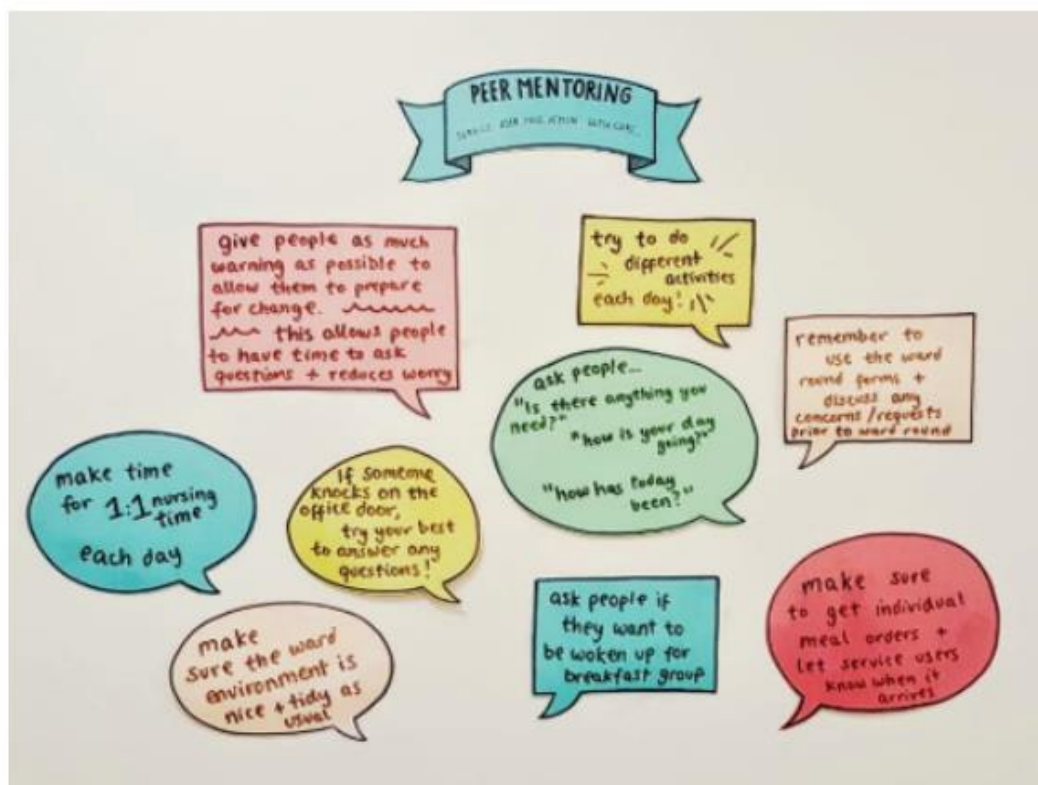
This newsletter focuses on the impact that service users and carers are having in this improvement collaborative, and we've included some tips and resources that you might find helpful.

For those that attended our second learning set two weeks ago, we hope you took away some ideas that you can try in your ward. At this point in the programme, we should be seeing all wards starting to test new ideas aimed at reducing restrictive practice. Do make sure you really use the quality improvement method to test and adapt, so that you can ensure your ideas have maximum impact for your setting. Ensure you have patients and carers in your project group, so that they can also help shape the ideas you test, and provide feedback on the changes you are making.

At the next learning set on 13 May, we will be sharing a safety culture survey to help you capture more qualitative information about how service users feel about restrictive practices and safety on your ward. This tool is best administered by service users, so please start thinking about who you might be able to support amongst your service user community to help with this.

To access the resources from the learning sets, please visit [our website](#).

## Coproduction



Peer Mentor feedback - Irwell ward Greater Manchester MH NHS FT

### **Aiden Crump & Gary Cooke - Irwell ward Peer Mentors**

In addition to thoughts captured in the illustration above, Peer Mentors Aiden Crump and Gary Cooke suggest other ideas to help reduce restrictive practice and avoid incidents:

- provide service users with choice
- privacy during medication times
- encourage honesty from staff and listen to service users
- encourage independent living i.e. access to internet to pay bills
- look to community teams for people that might be interested in quality improvement, as there is a strong sense of wanting to 'give something back'
- involve service users in suggesting and coordinating activities

Aiden Crump highlights the importance of service user collaboration in the Reducing Restrictive Practice programme:

***"I feel it's important to take part as it gives service users a chance to speak to someone that has an understanding of their current circumstances and isn't concerned with clinical work or goals, but rather will speak to them at their level, in more of a social way."***

### **Kate Lorrimer - QI Coach**

On a recent visit to Newberry Ward at Tees, Esk and Wear Valleys NHS Foundation Trust, we had an impromptu meeting with a number of young people on the ward. We spoke about the Reducing Restrictive Practice improvement collaborative and asked for their views. One of the young people immediately commented that more incidents took place at night, and that the young people on the ward were often more unsettled between about 9pm and 11pm. When asked what she thought could be done, she suggested that each young person receive a 5 minute 1-1 with a staff member during this time, to see how they were, if they had any concerns, etc.

The simplicity of this idea, the intuitive understanding of her fellow patients' needs and first hand experience of what it feels like on the ward highlight how enormously important and effective it is to involve service users in any ways you can.

### Vanessa - Carer and Pavilion ward project team member

'I want to say 'thank you' and most importantly I want to change people's perceptions of psychiatric hospitals and the stigma associated with them.' Vanessa's son, Harry, was a patient on Pavilion Ward in 2018. It was the small things that had the largest impact on Vanessa's experience as a carer visiting a Psychiatric Intensive Care Unit; 'the staff said hello to us as we came on, and I thought "Goodness, they're not judging us. They don't think it is our fault that our son is in here"'.

Staff were flexible about the visiting times, and Vanessa felt able to sit out in the communal areas and chat with the other patients as well as Harry. 'We felt included. It felt like a family unit'. Vanessa valued the staff asking for her help to find ways to work with Harry – 'they would ask me "what do you do at home? We are struggling with this or that."'

When Harry was in seclusion, one of the nurses suggested she write him an email. Vanessa included messages of love and pictures of the family. She told him she would be able to see him when he comes out of seclusion. The staff printed it out and gave it to him. She said this personalised his experience in seclusion and enabled him to come out sooner. Vanessa has a lot of ideas for the ward to think about testing – simple things that normalise and humanise the inpatient experience. Some of these ideas include:

**01** Personal pictures on bedroom doors

**02** Information for visitors about what to expect before they visit

**03** A carer's champion

**04** Carers feedback forms

**05** Labelling clothes

**06** Instructions on how to use the laundry

**07** Not saying 'no' outright – finding different ways to respond to the request

**08** Never be negative

**09** Don't use access to activities as a punishment

**10** Give patients structure and knowledge

## QI COACHES

HERE ARE SOME OF THE WAYS YOUR QI COACH CAN SUPPORT YOU:



- Provide bespoke training in quality improvement methods
- Facilitate team away days
- Provide support with the Life QI platform



- Provide a reflective space to overcome barriers/ problems
- Generate creative thinking and problem solving when things feel stuck
- Support with collecting and analysing data



- Facilitate communication with sponsors
- Facilitate ways to share your improvement stories
- Consult on all aspects of the programme



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### Are any other wards...?

*Succeeding in lifting blanket restrictions? (Hawthorns 1, Southern Health NHS Foundation Trust)*

*Improving carer involvement in a forensic setting? (Woburn Ward, West London NHS FT)*

*Managing the time commitment involved in this work? (Endcliffe Ward, Sheffield Health and Social Care NHS FT)*

*Using their environments and limited space more effectively? (Colne Ward, Central and North West London NHS FT)*

*Managing phone use on PICU wards? (Galaxy PICU, East London NHS FT)*

If you can help with any of the questions above, please add your ideas/ experiences/ documents to the [discussion group](#) on Life QI

**Reducing Restrictive Practice discussion group**

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## Resources

### Patient Feedback Questionnaire

Kestrel Ward at Oxford NHS FT have kindly shared their [patient feedback questionnaire](#) which they are using as part of their work to reduce restrictive practice. To access this questionnaire and other existing resources identified throughout this programme, please visit the [Reducing Restrictive Practice website](#).

### Going Home Checklist

Amber Ward at Sussex Partnership NHS FT talked about their [Going Home Checklist](#) at the most recent RRP learning set. This checklist is being used to support staff well being on their wards and can be accessed on [our website](#).

### GREAT Tips for Involving Service Users

This resource has been adapted from the 'GREAT leaflets' at [Engage](#). It includes helpful tips for coproduction that consider Getting Started, Reimbursement, Expectations, Achievements and Training. You can access [this resource](#) via our website.

## News and Events

### RCPsych Insight Magazine

The Reducing Restrictive Practice programme was featured in the Spring issue of the RCPsych Insight Magazine.



Read the [full article](#).

### BBC News

Springbank Ward in Cambridgeshire and Peterborough NHS FT, as well as the Reducing Restrictive Practice programme, was featured on BBC News.



Read the [full article](#).

### Free Event: Understanding Key Intervention Components

The University of Leeds [Mental Health Research Group](#) is hosting a free event on **5th June 2019** that will discuss findings from a recent study into the potential of a number of interventions to reduce restrictive practice. A new piece of work focusing specifically on interventions within children and residential settings will also be introduced.

For more information and to register to attend, please visit the [event registration page](#).



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Website



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