



Mental
Health

Reducing Restrictive Practice Collaborative Reviewing our Progress



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Reducing Restrictive Practice

Reflections for Dove Ward



Hertfordshire Community
NHS Trust

1. Please list some of the new ways of working that you've tested

- The nurse in charge is reviewing observations by completing 1-1's on shift which happened occasionally but is now common practice.
- Therapy staff support 1-1 observations to ensure the observation is therapeutic
- Service user feedback is that they enjoy 1-1 observations as they appear to get more 1-1 activities, which we reviewed to ensure all service user receive the same level of engagement and activity.

2. What impact did this have on your ward?

- Dove recruited an activity worker to support group and 1-1 activity to improve the structure, fun and therapeutic aspect.
- We have reviewed all processes to ensure service users are always receiving the least restrictive practice which has introduced new key cards.
- The ward supports positive behaviour support plans to support reducing restrictive practice.

3. What feedback have you had from staff or patients?

- Following service user feedback we have implemented new activities to support engagement such as trampolining, gardening, parks, home visits, picnics and visiting the horses.
- When allocated observations we also allocate an activity to give structure and allows the service user to prepare and have the ability to invite a family member which has been very beneficial with the pat dog.

4. What was your overall experience of taking part in the RRP collaborative?

- We as a team felt genuinely listened to, we felt all our ideas were tried and tested. The team knew we were busy but always supported in every way, were visible and shared ideas and supported our ideas. Supported with using CQI techniques to keep focus. The experience was a positive one.