**National Patient Safety Improvement Programmes**

**Mental Health**

# Reducing Restrictive Practice QI Collaborative

## Bedale ward, Tees, Esk and Wear Valleys NHS Foundation Trust
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## Change idea: Welcome Packs

### Predictions

- We thought the welcome pack would be a positive start for people coming into hospital with no belongings, this will include a toothbrush, toothpaste, shower gel, soap and a comb.
- The booklet will give patients information about the ward which may relieve stress and anxiety.
- The booklet involves information about other services and what a patient may expect whilst in hospital.
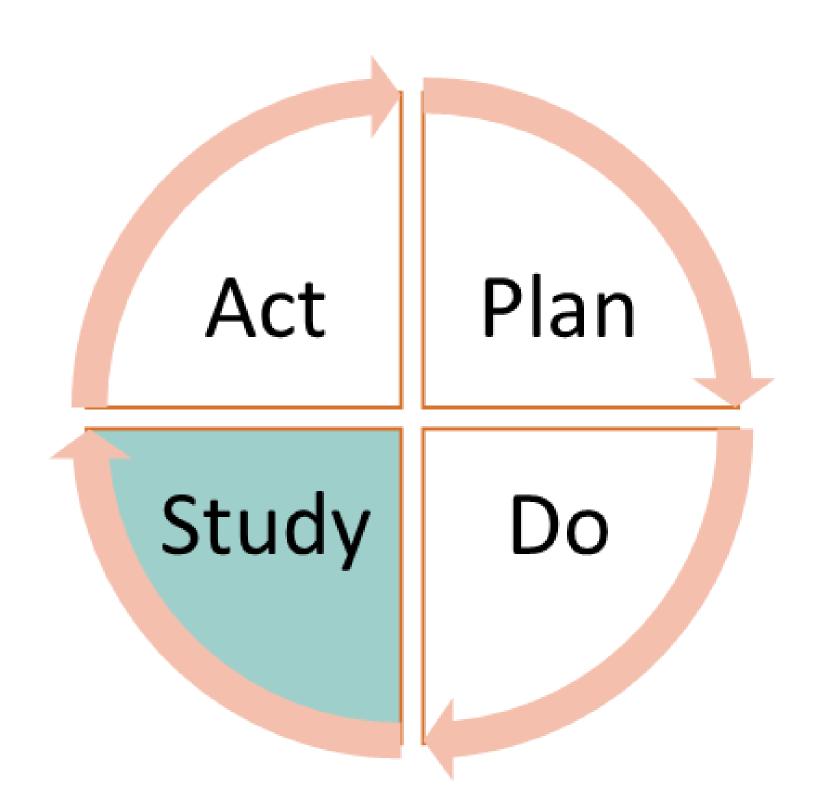
### Plan

**Who, what, where, when?**
- The staff on the ward will make the packs and they will be stored in a place accessible for all staff.
- The packs will be placed in the bedrooms before a patient arrives.

### Do

- The information booklet and toiletries pack have been given to all new and existing patients.
- We collected information what would be useful to have in the packs by asking patients in the daily mutual support meetings.
- We learnt that some patients do not want to engage with staff when they first come into hospital, so the booklet gives them chance to get to know about the ward at their own pace.



Act | Plan
Study | Do

### Study

- The packs have had a positive outcome, the patients have said they find the packs useful as some of them personally came in with nothing and found it embarrassing to ask.
- The toiletry packs have been used through the first couple of days they were given until more resources have been gathered.
- We found that patients had more confidence to ask for more toiletries when they had run out and did not have access to anymore.

### Act

- Although the packs have worked really well, we are going to look at providing bigger sized toiletries, so they last the patient a bit longer.
- We are going to also look at implementing spare clothing and underwear in different sizes in case a patient comes in with no clothing.
- A staff file with a photo and name and a bit about themselves would also be helpful.

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