

Change story: Recording incidences on heatmaps – Buttercup and Primrose, Cygnet

Programme aim:

- To reduce restrictive practice by 25% in mental health, learning disabilities and autism inpatient services by testing and scaling the reducing restrictive practice [change package](#)

What problem were you trying to solve?

- To identify incident hotspots on the ward.
- To reduce incidents.

What did you do?

- Introduced heatmaps and added all incidences on to the ward map to identify where the hotspots were.

How did it go?

- The heatmap indicating that the majority of incidences were taking place near the staff office.
- To understand why, CCTV spot checks took place and identified that staff were congregating in the office.
- This was discussed with staff to find a solution on how to improve this.
- Staff agreed that not all the staff needed to be in the office. The staff should be more visible on the ward and participate in more activities with the patients e.g. playing cards.
- Incidences have now reduced significantly and staff are spending more time on the ward rather than the office.

What did you learn?

- That it isn't necessary for ward staff to spend a lot of time in the office.
- Patients appreciate the staff spending more time with them and they are getting less bored. Therefore, there are less incidences.