

Change story: Reflective practice – Blake ward

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?

- Staff being able to talk through some of their challenges on the ward e.g. general acuity.
- Introduced a care plan to ensure staff are safe and feel comfortable.
- To be better prepared for dealing with challenging patients.

What did you do?

- Introduced debriefs after incidences and/or at end of shift to have a safe space for staff to talk.
- Organise multiply meetings to ensure all staff views are included.
- Asked staff what they wanted their colleagues to do in difficult situations for them to feel supported.
- Put appropriate plans in place to address and improve challenging situations/behaviours.
- Revisit incidences with the patient to discuss what happened and why staff did what they did.

How did it go?

- Currently seeing a decrease in incidences.
- Staff are feeling more supported and empowered.

What did you learn?

- Talking to staff is important to understand the impact it can have on them and how it makes them feel.
- Revisiting incidences with patients will start the process of them learning how their behaviour can impact others.