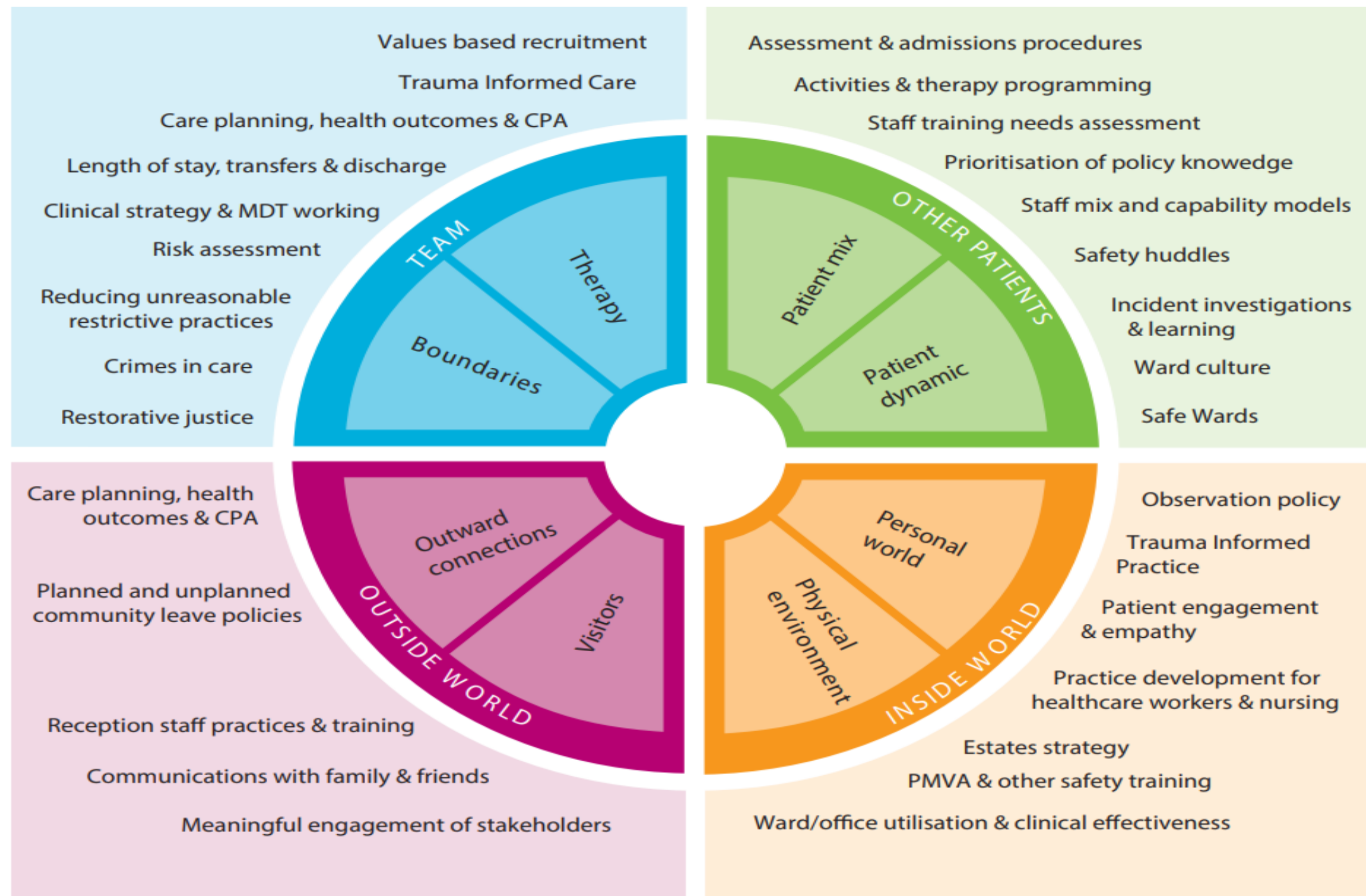


Reducing Restrictive Practice See Think Act



Change ideas we have tested include:

- ✓ **Inclusive Safety Huddles**
- ✓ **Staff training needs assessment**
- ✓ **7 Day engagement and therapy programme**
- ✓ **Safewards Interventions revisited**
- ✓ **Safety crosses so we know how we are doing**
- ✓ **Multi Sensory De-escalation (Verbal and Visual)**
- ✓ **Trauma Informed Values based recruitment**

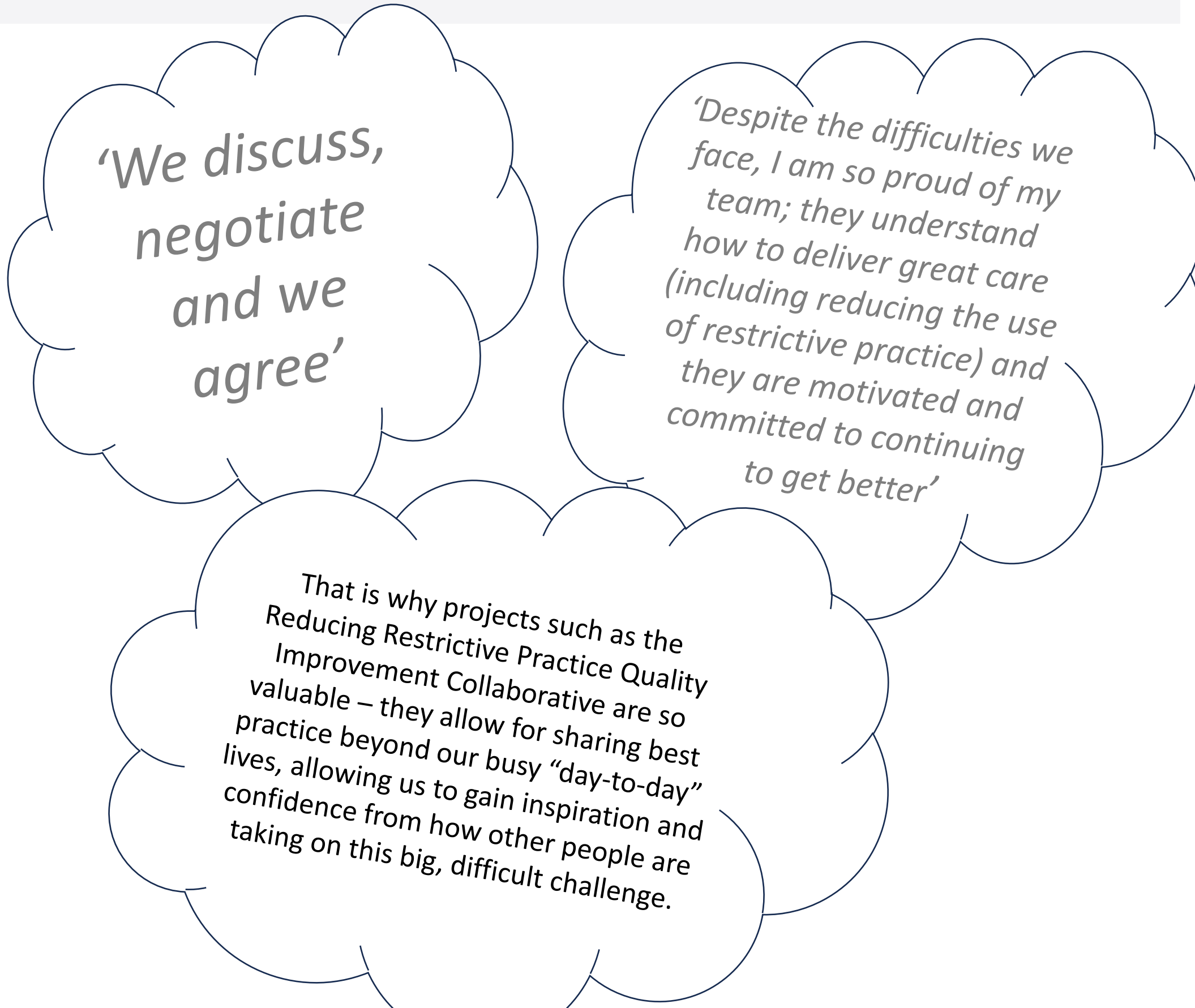
Changes we have seen on the ward

This case study highlights the embedding of the STA framework, which promotes staff having a thorough understanding of patients, their journey including past traumas and taking proactive approach to preventing challenging situations and reduce the use of restrictive practices. Every ward had two half day training workshops to enable their whole multidisciplinary team to have training on Relational security and ward managers received STA facilitator training to support ongoing team adoption. Rigid Boundaries and frustrations were often linked to aggression from patients.

However, these approaches have improved patient moral and the atmosphere on the ward. There has been a gradual and steady reduction in patients to staff flashpoints and incidents. There is a reduction in prone restraints, rapid tranquilisation and more proactive use of verbal de-escalation, therapeutic interventions and oral medication.

- Across our wards changes include:**
- Being proactive in treatment offer – This has hastened recovery and quick discharge
 - Proactive MDT approach – Thinking - ‘What will PICU do that we cannot do and even better?’
 - Staff being accessible, listening and responsive - Open door policy
 - Patients and their visitors feel welcomed and included in decisions.
 - Restrictions on visiting times and access to the wards. *(explored November 2022) – A flexible visiting policy was implemented following staff consultation.*
 - Review of blanket rules e.g Takeaway time limits on when to order *(explored January 2023) - This restrictive practice was reviewed and lifted to allow patients to order takeaways more flexibly.*

What our patients, staff and carers say



‘We discuss, negotiate and we agree’

‘Despite the difficulties we face, I am so proud of my team; they understand how to deliver great care (including reducing the use of restrictive practice) and they are motivated and committed to continuing to get better’

That is why projects such as the Reducing Restrictive Practice Quality Improvement Collaborative are so valuable – they allow for sharing best practice beyond our busy “day-to-day” lives, allowing us to gain inspiration and confidence from how other people are taking on this big, difficult challenge.

Looking to the future

We have created a solid safety culture through several change interventions implemented across the wards which adapts to local needs too. This has initiated a transformational journey enabling a comprehensive response to the unique and local needs of each ward.

We created spaces to share learning and enable staff to develop through relational training at regular periods. We aim to continue to provide psychological safety in our wards for both staff and patients and foster an environment where everyone thrives in the excellence of healthcare delivery.