

Change story: Leaving the lounge door unlocked 24 hours 7 days a week for patients to freely access at Prospect Place

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?

- Lounge door would be locked during the night.
- Patients wanted to freely come and go.
- Locking the lounge door would sometimes interrupt patients watching the TV half way through a programme.

What did you do?

- Left the lounge door open 24 hours 7 days a week.

How did it go?

- Patients stayed there all night.
- Patients would fall to sleep in the lounge or not sleeping at all. Therefore, effecting their sleeping pattern and becoming irritable.
- It became an issue for the cleaners to clean the lounge as it was always occupied and interrupting the patients while watching the TV.

What did you learn?

- Leaving the lounge door unlocked continuously raised other issues with patients not sleeping.
- It became difficult for the cleaners to access the room.
- Now leave the lounge door open for an extended period but it does need to be locked at certain times to ensure patients sleep and cleaners are able to gain access.
- The lounge is now shut at 1am and reopens at 6am and this is now working really well.