

Reducing Restrictive Practice

Storyboard reflecting - Plan of the Day

1 Ruby Ward is a 10 bedded female adult unit located at Springfield University Hospital. The ward provides services for patients who present some risk to the public. The ward operates 24 hours per day, 365 days per year. Our aim is to Reduce Restrictive Practice working with a quality improvement cycle, supported by QI coaching.

Aim

2 Many mental health services are experiencing problems with regards to workforce pressures including retention of staff. Forensic units face unique challenges due to the high staff-to-service user ratio required to deliver this type of specialist care.

Challenges

3 Collaborative daily planning exercises - **'Plan of the Day'** - with service users; this has been a simple but highly effective technique which has reduced violence and aggression. The change idea has created a calmer environment for everyone on the ward.

Change Idea we have tested

4 Both Staff and patient feedback have supported this flexible approach. The ward feels calmer and more productive. Staff reported minimal compliance with a few patients who find it difficult to wake up on time in the morning to attend. However, staff recognise the impact of the event contributing to positive outcomes. Patients believe 'PoD' is a useful tool that helps to organise their day and get things done.

What do our patients and staff and say?

5 PoD is done from Monday to Friday and has been part of our daily routine. Attendance book is provided to register attendance. Patients are given opportunity to suggest ideas at the community meeting, during weekly 1:1 engagement session with their primary nurses, during 1:1 x3 daily session with their allocated nurses, and by writing or talking to the Nurse in charge.

Support nursing staff to understand the QI framework, that will enable them to look at and think differently about challenges within the workplace, enabling them to be curious about driving continuous improvements.

The ward is being relocated est. October 2023 to a brand-new purposeful space. It is exciting to see what impact this will have on the patient experience.

Looking to the Future