



# Change Idea

## Rydon 1 PDSA – Learning so far from testing Positive Words (from Safewards)

### THE IDEA:

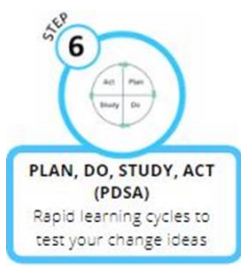
To introduce Positive Words and see if it reduces restraints, seclusions or rapid tranquilisations on the ward.

### WHY:

At handover, the focus is often on exceptional behaviour which is difficult to manage and can promote a negative perception of patients. Saying positive words will promote appreciation and reduce the likelihood of further conflict reducing restrictive interventions.



[Positive Words \(safewards.net\)](https://safewards.net)



# Learning from rapid cycles of change PDSA

## FIRST SET OF CYCLES: October to December 2022

### PLAN:

- Speak to as many colleagues as possible about Positive Words
- During handover promote Positive Words
- Monitor numbers of restraints, seclusions and rapid tranquilizations

### PREDICTION:


Gradually more colleagues will start using positive words.

DO: Colleagues are embracing reducing restrictive interventions to the extent that patients are starting to interpret it as colleagues not caring e.g., patient on floor preventing entrance to room so colleagues went through window and patient threatening to use a lighter and razor but being talked around by colleagues, so items were handed in without a restrictive intervention.

STUDY: There have been no reductions in restrictive interventions. High patient turnover and patients very unwell have made Positive Words more difficult. Having Clear Mutual Expectations (from Safewards) in place may make this easier.

### ACT:

- Starting conversations with Activities Coordinator to create mutual expectations document with patients
- Include Positive Words in day/night RiO system notes report

Will we 

## NEXT SET OF CYCLES: From January 2023

### PLAN:

- E-mail staff to encourage use of Positive Words
- Introduce Positive Words in day/night RiO system notes report
- Spot checks on RiO system to see if Positive Words are being used

### PREDICTION:

Gradually more staff will start using positive words.

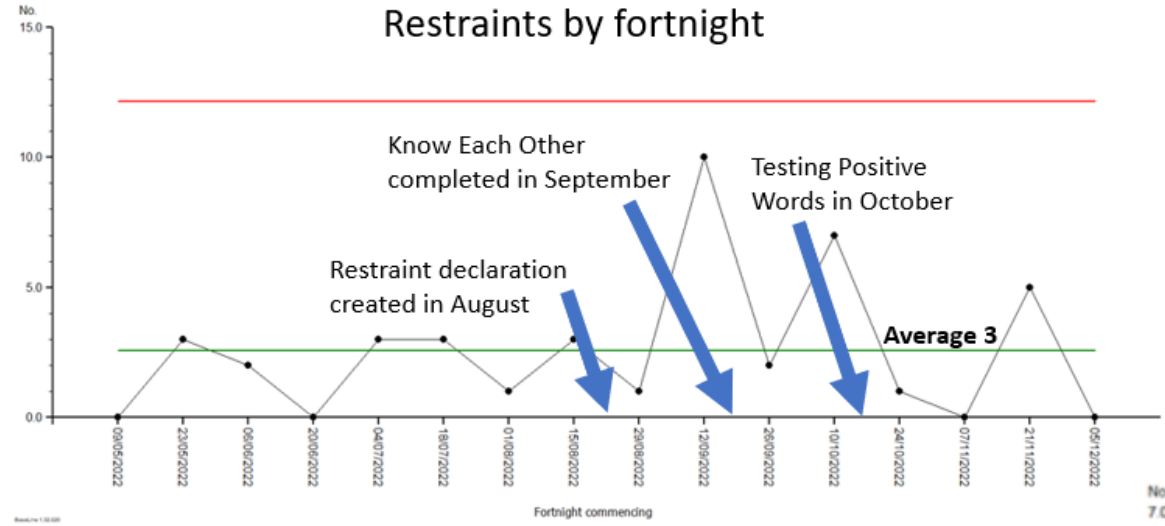
DO: Following the e-mail more staff seem to be engaging as are starting to ask questions about it.

### STUDY:

PDSA still in progress but a few spot checks on RiO have been done and it appears that Positive Words have been added by some colleagues.

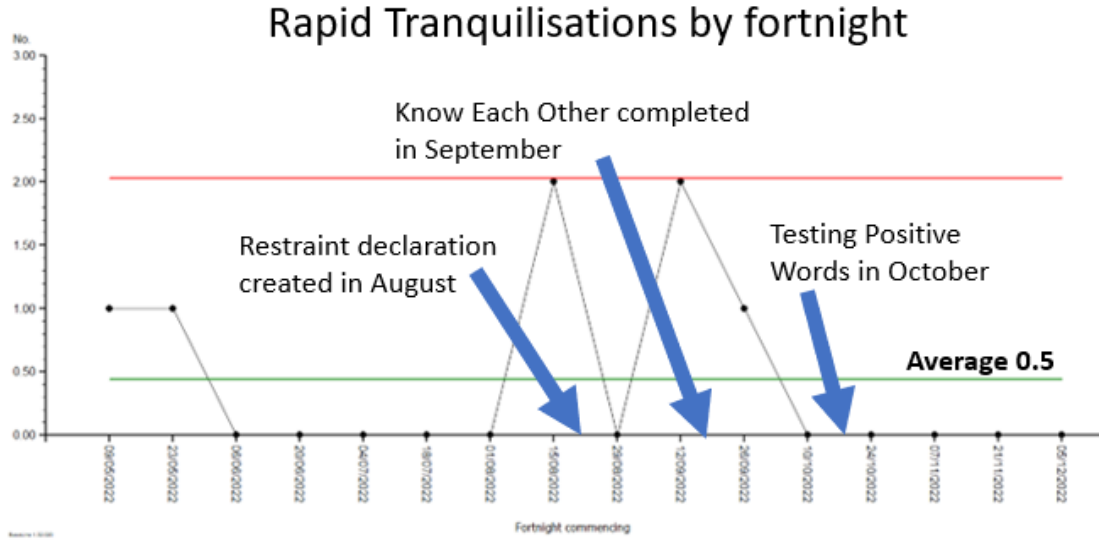
# PDSA Date up until 18/12/2022

**Restraints by fortnight**



No changes in data yet but rapid tranqs have been consistently at 0 since fortnight commencing 10/10/2022 (8 points above the green average line equals an increase)

**Rapid Tranquilisations by fortnight**



**Seclusions by fortnight**

