Being able to use mobile phones should:
- improve the patient experience
- reduce frustration that can lead to incidents
- promote recovery
- improve contact with friends and family.

**Plan**
- Talk to staff and service users about the intended changes
- Visit to another PICU to learn from their experience
- Ensure clear communication and handovers
- Care plans for each service user regarding use of own phone on the ward.

**Do**
- Discussion with the service users about what they see as restrictive
- Care plans for service users with regards to their individual use of mobile phones
- In the main, service users valued the opportunity to use their phones and adhered to the rules around use.

**Study**
- Positive verbal feedback from service users.
- Experience with a service user who was unable to manage mobile phone use safely led to learning that capacity and vulnerability needs to be assessed prior to use and included in care plans.
- Visit to another PICU demonstrated the benefit of using a mobile phone usage contract in addition to the care plan.

**Act**
- We began to use the contract in addition to the care plan
- We now assess capacity and risk prior to allowing mobile phone use, to minimise risk of harm to self or others.

**Change idea:**

**Predictions**

**Act**

**Plan**

**Do**

**Study**

**Act**

**All teach, all learn**

This change idea has:
- Improved patient experience and contact with friends and family
- Helped to promote recovery