Nostell ward
Reducing restrictive practice collaborative
An Introduction to Nostell

- Located in Wakefield (West Yorkshire)
- 22 to 28 bed female acute ward
- Purpose-built new unit (2018)
- Staffing – 3 RMN, 4 HCA (LD) 2 RMN, 3HCA (N)
- Average length of stay – 35 days
- Service users – variety of presentations and diagnosis
Incidents of restrictive practice before the collaborative
August 2017 – August 2018

- Restraint – Average 15 incidents per month
- Seclusion – Average 3 incidents per month
- Rapid Tranquilisation – Average 3 incidents per month

On average 21 incidents of restrictive practice per month

Coupled with high numbers of close observations, daily incidents of self-harm and high rates of staff burnout.
Incidents of restrictive practice before the collaborative

August 2017 – Aug 2018
Some of our change ideas...

- 24/7 access to lounge and warm drinks
- Extending service user leave access to 21:00hrs
- Unrestricted access to relaxation room and quiet lounge
- Collaborative self-harm care planning
- Protected 1:1 engagement
- Increased nurse-led activities
- Visits from pet therapy dog “Timmy”
- Wall of recovery – messages of hope
PDSA Cycle – 1hr Protected Time

Change idea: 1 Hour Protected Time for Service Users Each Day

Predictions
- Increased engagement with SU’s
- More time for co-production
- Staff feeling able to offer uninterrupted time

Plan
- 10:30 – 11:30am everyday
- All nursing staff visible and available on the ward
- “Close Down” nursing office
- Ward Clerk manages phone calls, takes message etc.

Do
- Increased 1:1 engagement
- Increased group activity
- Positive feedback from service users
- Not always happening consistently

Study
- Service users welcomed it “I LOVE getting guaranteed time with staff”
- Increased 1:1 time recorded in clinical records
- Staff sometimes found committing to it a challenge due to other clinical pressures/demands

Act
- Shift co-ordinator stays in office during protected time to free other staff to engage in it
- Future introduction of “Happy to Help” taryards to identify available staff throughout the day

All teach, all learn
- Very popular amongst service users, all found it helpful & supportive
- Simple changes can have the biggest impact
- Supports staff to break away from the operational issues and focus on quality service user engagement

With all of us in mind.
Our RRPI Journey Aug 2018 – Nov 2019

- On average 9 incidents of restrictive practice per month – a reduction of 57%

- Our biggest reduction has been physical restraints – down by 67%
Benefits and improvements

• Empowered staff and service users
• Changes from bottom up
• Culture change – proactive not reactive
• Review of “ward rules”
• Calmer ward environment
• More time to care
• Reduced staff stress and burnout
• Happier service users and staff
What does the future hold?

- Edition Research Study (University of Manchester)
- De-escalation skills training
- Boxing equipment
- Service user environmental audit
- Service user led welcome committee
- Service user designed “Insiders Guide”
With all of us in mind.