**Reducing Restrictive Practice QI Collaborative**

**Change ideas we have tested include:**
- Person-centred care plans
- Increased ward activities
- Safety huddles
- Mutual Help Meetings
- Complex case discussions
- Regular away days
- Welcome boxes
- Patient preference sheets

**Changes we have seen on the ward**

Aim: To reduce restrictive practice (measured by number of restraints, seclusions and rapid tranquilisations) on Waveney ward by 30% by April 2020

Results:
- 76% reduction in restrictive interventions overall
- 71% reduction in restraints
- Seclusion continued to be rarely used
- 54% reduction in rapid tranquilisation
- Less staff sickness and burnout
- Waveney ward is “generally a happier place to work”
- Staff and patients more able to suggest changes to the ward via staff meetings and mutual help meetings

**What our patients, staff and carers say**

People on the ward have commented that the activities “give me a time to unwind a little” and have thanked staff for “making my time here be as good as it can be”

Some of the learning points that we’ve found for successful quality improvement is:
- Having enthusiastic team members working on a project
- Support from the organisation, including being supported to meet regularly, test changes and progress the project
- Having an engaged senior sponsor who can encourage and remove barriers for the team
- Taking part in a Collaborative so the team feel part of something bigger, hearing that challenges you are facing are also experienced on other wards, having the opportunity to share your progress and network
- Next time we would include medical staff from the beginning

**Looking to the future**

- In house Trust collaborative commenced January 2020 using quality improvement methodology with teaching and coaching from the quality improvement team
- Staff on Waveney ward have continued to embed change ideas following the completion of the project and sustained a reduction in restrictive intervention during COVID-19 and when project leads not on the ward
- Reducing Restrictive Intervention Lead roles introduced to focus on the diffusion of innovations across the acute wards
- Service user and carer involvement will continue to form a key component of future improvement programmes