



Reducing Restrictive Practice Bulletin 9

**Next meeting:
Thursday 8th March
1.30—3.30 @ Sandals**

At the last meeting of the Reducing Restrictive Practice CQUIN group on the 14th December we started off with a presentation from Newton Lodge about the challenges and next steps for

Reducing Restrictive Practice in their service. This can be found on pages 2 to 5. We then had some group work facilitated by the Humber Centre about the personal impact of RRP on ourselves. This is on pages 6 & 7. Following the break we had another presentation, this one from Waterloo Manor about implementing Safewards and their Be Kind Beehive! This is all on pages 8, 9 & 10. They even made some little bees for everyone to take away, and shared their beehive with us all. We finished with a discussion facilitated by Amber Lodge who asked everyone to share their most ridiculous restriction story! These can be found on

pages 11 & 12. Thanks to all for your hard work and contributions!



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restraint reduction network

Reducing Restrictive Practice CQUIN Group Agenda

Sandal Rugby Club Wakefield
Thursday 14th December 2017



14.00 – 16.00

WELCOME

1. Welcome and Introductions

2. Presentation – Newton Lodge

- Difficulties of Implementing RRP and next steps

3. Group Work - Humber Centre

- Personal Impact of RRP - What have we learnt?



4. Presentation – Waterloo Manor

5. Discussion/Group Work – Amber Lodge

- Our most ridiculous restriction stories!



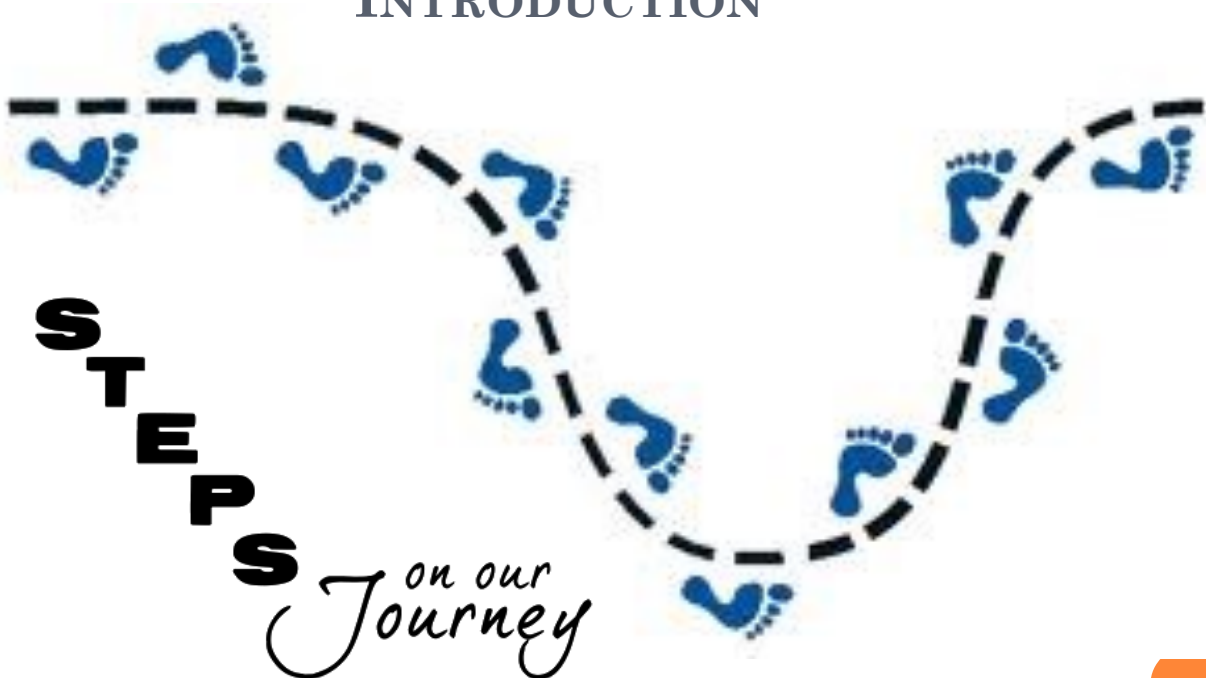
Next meeting - Thursday 8th March 2018

Presentation - Newton Lodge

REDUCING RESTRICTIVE PRACTICE

South West Yorkshire NHS
Foundation Trust

INTRODUCTION



FIRST STEPS

- Establishing meeting with CQUIN leads
- Clarifying initial position
- Staff Views
- Service User Views
- Carer Involvement



DIFFICULTIES

Staff

- Security v RRP
- Policies & Procedures
- Understanding
- Ownership

Service Users

- Security v RRP
- Policies & Procedures
- Understanding
- Ownership



WAYS FORWARD



- Service user meetings i.e. One Voice, Community meetings
- Carer's Involvement Meetings
- RRP Forum
- Staff Meetings
- Training Programme
- Safe Wards Initiative



PRACTICES REVIEWED



- Access to Hot Drinks
- Dining Experience
- Access to Internet
- Access to Mobile Phones and Smart Phones
- Improving Visiting Experience
- Access to Courtyards and Grounds



WHERE NEXT?



- Continued staff training programme
- All local policies and procedures to consider the principles of Least Restrictive Practice
- Continue to advocate service user involvement i.e. explore co-facilitation of training sessions and reviewing policies and procedures



Group Work— The Humber Centre

Personal Impact of RRP

Forest Lodge

Good - New EG - Compromise - New ideas - Good challenge

Bad - Fuming - Upsetting (fence on rehab) - Confusion

Newton Lodge and Bretton Centre

Good - More Normal. Less frustrated. More welcoming for visitors – happier. More “in control”. Less trapped. More involved. More of a voice

Bad - Less “safe”. More frustrated with unwillingness to change. Less in control. Institutionalised. Confused. Conflict balancing act between policies and possibilities

Bradley Woodlands

New computer suite with internet
– felt good

Cygnet and Newsam Centre

Good - Some staff are consistent. New staff more open to change. Other wards are allowed. Service users feel its more fair when everyone is the same because then there's no feelings like 'why do they get to do it and I don't'. Less rigid rules around time, e.g. leave. More discussions between staff and staff, and staff and service users on RRP.

Bad - People with strong viewpoints are more restrictive. Secure wards not allowed smart phones at all. No post at all due to one persons risk. None . Arguments.

Humber Centre and Amber Lodge

Good - Access to basic mobile phones on the ward. We are able to watch 18 rated films/video games. Its positive that RRP has been embraced by all wards. The furniture I made had to be fixed to the wall

Bad - Its frustrating that we can only access smart phones off the wards whilst on leave. Not all staff are consistent and still restrict what we can watch. It is confusing for staff as different wards have different approaches and security profiles. We have made furniture in woodwork that we haven't been able to have in our rooms

Newhaven

Good - Greater freedom and responsibility for SIU's

Long overdue. Encourages personalised care

Bad - Frustrating (staff not understanding or disagreeing with the concept). Conflict between policies and procedures.

Frustrating (things not gone far enough), ie internet policy, restricted to supervised computers

Waterloo Manor

Frustration leave stopped for my own safety. Hot water still not warm enough - but can have it all the time. Teams working differently - still lease restrictive. More freedom on the ward, more unlocked doors - still not free

Non smoking - any time e-cigs

Staff doesn't understand resided - keeps Charlotte in a job

Waterloo Manor



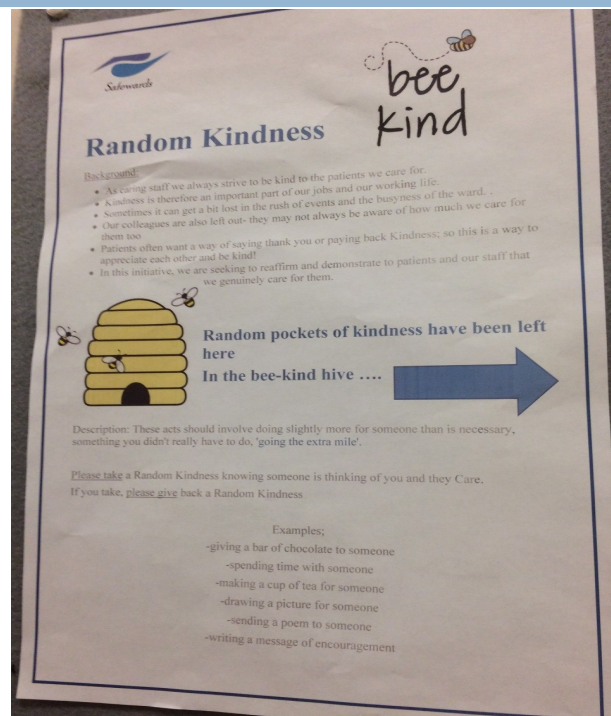
BEE KIND BEE HIVE



WLM Safewards take on 'Random Kindness'

Background:

- As caring staff we always strive to be kind to the patients we care for.
- Kindness is therefore an important part of our jobs and our working life.
- Sometimes it can get a bit lost in the rush of events and the busyness of the ward.
- Our colleagues are also left out- they may not always be aware of how much we care for and appreciate them too.
- Service users often want a way of saying thank you or paying back Kindness; so this is a way to appreciate each other and be kind!
- Service users may wish to show their appreciation for a peer.
- In this initiative, we are seeking to reaffirm and demonstrate to service users and our staff that we genuinely care for them.





How it works

- These acts should involve doing slightly more for someone than is necessary, something you didn't really have to do 'going the extra mile'
- We used a notice board in a well used area
- We placed our hive with goodies on the wall
- We then invited people to....
- Please take a Random Kindness knowing someone is thinking of you and they Care
- If you take, please give back a Random Kindness or pay it forward

Examples

- -giving a bar of chocolate to someone
- -spending time with someone
- -making a cup of tea for someone
- -drawing a picture for someone
- -sending a poem to someone
- -writing a message of encouragement



Did the Beehive work?

What went well?

- Kindness was spread round the hospital
- Feature that was talked about
- Introduced safewards into WLM
- Set the standard for new ideas for the board!

What could have gone better?

- Not everyone passes the location so don't get to see it
- Some pouches were empty for long periods of time
- Not everyone understood the concept-language barriers
- Ran it's course

Safewards- what's next?

- All staff at WLM have had safewards training (background training of risk, recovery & reducing restrictive practice given alongside)
- Staff Ward champions have volunteered to help implement safewards- each intervention will be looked at in more depth over Christmas period
- Service user training will commence in January and hopefully service user champions will volunteer!
- Plan to implement one or two interventions a month across the site
- 'The Noticeboard' will continue and each month a different lesser intervention will feature in a creative way?!?!

Group Work/Discussion

Ridiculous Restriction Rules!!!

Amber Lodge

SWYT

- No pot cups in dining room
- No advent calendars-cos of the foil- yoghurts, mince pies, pot noodles
- Booking TV Slots
- No Talcum Powder
- Restrictive Movements
- Takeaways banned across the whole unit cos one person drew on the wall.
- Not allowed to cook for more than 6 patients

Newsam Centre

1. One rule from staff one day - another rule from staff another day (where's the consistency?)
2. One pudding a day off menu then they make us feel overweight even when some people aren't over weight
3. No smoking escorted only unescorted although some people do

Forest Lodge

We put a fence inside a fence to stop squirrels and badgers digging holes to escape. We think this came from commissioners but would like to get rid of the inner fence to allow for more access to the garden and things in it like the vegetable patch.

We are working on how we can keep the environment and people in it safe whilst trying to improve access to the gardens. We would like to remove the fence really.

Cygnets Bierley

- No parcels are allowed to be received (on one ward)
- Leave being specified to a certain place e.g. only the local shop rather than local area
- Asking for the remote control when we have access to other batteries.
- No consumption of energy drinks whilst on the ward but allow coffee
- Can access tea bags whenever but limited access to caffeinated coffee (When there is 5ml less caffeine in tea bags than coffee)
- Bring the toaster out for breakfast but not supper
- Security times

Humber Centre/Amber Lodge

- Not allowed toilet seats
- No Sink Plugs or flannels
- Constantly having to press shower on certain wards
- Cannot have tinsel or decorations
- No Shandy
- Every patient had to have allocated time slot play stations
- Must not make supper for other patients or drinks
- Not allowed out after dark

Waterloo Manor

Coffee was out but no spoons

Bathroom light - limited – have to waft towel to light it back up

To add in to the last bit from **Moorlands View** who couldn't come: "Our most ridiculous restriction rule – no baseball caps! And I don't think anyone can remember why unless people were hiding things under them!

This was changed as soon as we found out about it we are pleased to say!"



Reducing Restrictive Practice CQUIN Group

Dates for 2018

Thursday 8th March

Sandal Rugby Club Wakefield

1.30 – 3.30

Refreshments Provided

Role Description for attending Yorkshire and Humber Network meetings:

Represent your service and share experiences and ideas

Celebrate achievements and share learning

Find out what is happening in other services

Give your perspective

Meet staff and service users from other services

Take back and share what you have learnt with people in your service

