

# Service users influencing change

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Restraint Reduction: Examining What Works

We're Mind, the mental health charity.  
We're here to make sure anyone with a  
mental health problem has somewhere to turn to  
for advice and support.



# From policy to influencing practice



# Scale of use

- Our FOI found 3,439 uses of **prone restraint** in England 2011-12 (figures from 27 trusts only)
- If NHS Benchmarking's figures for August 2015 are typical (1591), the actual figure is nearer 19,000 in a year

# Experiences of restraint

- Poor communication
- Avoidable escalation
- Provocation and bullying
- Making assumptions about people
- Re-traumatisation
- Post-incident review and debrief
- Complaints

# What people wanted to change

- Information and support
- Staffing, training and attitudes
- Environments and culture
- Organisational responsiveness

# What good looks like

**Staff to ask if they don't know – build empathy**

**Everyone introduced to and reminded of their rights  
– justice!**

**Know me, but don't assume, presume - things  
change**

**Remember I am a human being**

# Survey 2016

52% - restraint had felt like an act of aggression 'a great deal'

100% of people from BME communities - it had felt like an act of aggression 'a great deal' or 'a lot'

81% - there had been no follow up communication or debrief at all

65 respondents in total



# Member blog

If service users and staff can work side by side to create a respectful environment - one aimed at recovery and where service users are treated not as second class citizens, but as experts themselves - the model of mental health would dramatically change. Surely this would be a good thing for professionals and service users alike.

Suzie Billingham



# Campaigners' stories

## Maat Probe Group

Research and lobbying to change restraint training and practice – Respect – and sharing personal stories with staff to communicate what works

**We have drawn strength from our culture and heritage to campaign for best practice ultimately for all mental health service users**



# Campaigners' stories

## Derby Mental Health Action Group

Campaigning on seclusion through sharing experience, senior level engagement, DVD of members' experiences to use in training, and supportive messaging to staff

**.... we have crossed an important line in relation to seclusion. That has only been possible because some extremely brave people have shared their own very painful experiences...**



# Campaigners' stories



## PROMISE

Exploring staff and patient experiences of physical restraint

To inform a proactive care framework

Aiming to eliminate reliance on force

Locally – Cambridge – and globally

**Every patient can be a catalyst for change**



# PROMISE

- In a qualitative study, **staff-patient communication and relationships** were the main things that people thought would have most impact in reducing physical interventions
- ‘No’ audit – staff reflections on when and why they say no to a patient; now patient opinions are being captured too

# PROMISE – meaningful involvement in action

- Service user advisory group recruited through Recovery College and other networks
- Advising on seclusion policy
- Options for future work
  - Advise on design of debrief forms
  - Scrutinise data

# Meaningful involvement

- Listening to people who use services
- Being receptive to campaigners
- Supporting people to be involved
- Culture of openness and keeping people informed
- Working together to solve problems
- Using NSUN's 4PI framework - Principles; Purpose; Presence; Process; Impact

# Discussion

- How do you involve people with lived experience of restraint in your organisation?
- ... in policy development, change programmes, training...?
- Is debrief (and post-incident support) happening routinely?
- Successes, challenges, learning to share?

Contact...

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