

# Restraint Reduction Programmes – Celebrating success and meeting challenges

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## A brief overview of what we did are doing....

### What is No Force First?

Restraint reduction responding to healthcare scandals and government initiative.

Involves, listening, flexibility, compassion, patience, positive recovery focussed communication. Co-production at every stage. Change through PDSA cycles.

Results: Significant reductions in physical and medication led restraint in initial stages. Projected cost benefits of up to £1million pounds a year. Winners of 2015 Patient Safety Award for culture change.

“Isn't this all so easy...?”



# Let's Discuss...?

- Is your organisation ready to make a difference...?
  
- Note three reasons why you are ready.

# Let's discuss...?

Tell us three challenges you have met already  
and how have you met them?

# Let's discuss...?

Tell us what are the three challenges you have struggled to overcome...?

# The 'can't do' narrative...

“We are already doing this!!!”

“We are at risk if we don't control behaviour!!!”

“Staff safety comes first.”

“We are just too busy”

“How can you suggest we don't already use physical intervention as a last resort?”

# The “can do” narrative...

“We emotionally engage through a vision, not a target.”

“We can enable change...we are already doing it!!!”

“We celebrate and are incredibly thankful to our staff!!!”

“The board are right behind us!!!”

“Our leaders are from all levels”



# Where are your 'Culture Change Superstars?'

Modest.

Resilient.

Support the staff but its about the people we serve.

Calm in the storm.

Appreciate their staff and thank them frequently.

Lead by example.

Reject the restrictive narrative (but understand the emotions).

Will try new things – say “yes” instinctively.

Support the strategy but REALLY understand the culture.

# To summarise...

- Co-production and the lived experience front and centre. No tokenism!
- Identify and celebrate (up to board level) culture change superstars – set up some healthy competition.
- Be politically astute...CELEBRATE what we do well, THEN explore areas for improvement.
- Back up anecdotal evidence with data.
- Be there clinically at difficult times. Change agents can't hide when things are not going to plan!
- Use the huge evidence base and national agenda to influence the people at the top of the organisation...Positive and Safe!
- Relentless positivity and passion.
- REMEMBER, don't give up, never give up, never ever give up!!!