# Ensuring Harmony, not Harm

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Worcestershire Health and Care NHS Trust

# Ensuring Harmony, not Harm

Exploring the implications of
Positive and Proactive Care
and measures aimed at
reducing the use of restraint, within
Worcestershire Health and Care NHS Trust

# Services within Worcestershire Health and Care NHS Trust

**Adult Mental Health**

Provides community and inpatient services to adults with Mental Health needs across Worcestershire. There are four adult and two older adult mental health in-patient wards.

**Children, Young People and Families**

Provides paediatric and mental health services for children, young people and their families across Worcestershire.

The Patient Handling Team also works with the CAMHS Team to provide support and guidance to families where the child's/young person's behaviour presents risk.

# Services within Worcestershire Health and Care NHS Trust

## Community Care

Provides inpatient, outpatient and community care on a locality basis to adults and older adults across Worcestershire.

## Learning Disabilities

Provides adult and children's respite, outpatient and community contact activity for people with Learning Disabilities and their families.

The implications of Positive and Safe are far-reaching and we're finding layers of questions as we go along.

This is an opportunity to consider where we are, where we're going and the role the MAPA Ambassador can play in supporting improvements to practice.

Following the publication of the Positive and Proactive guidance:

- Advisory Paper prepared and presented to the Clinical Governance Sub-Committee.
- Lead nominated by CGSC to coordinate and direct the Trust's response to Positive & Proactive and to ensure compliance.
- Reducing Restrictive Interventions Project Group established, involving In-Patient unit managers, Senior Managers, Patient Safety Manager, Psychology Team members, Patient Handling Team and various other specialities.
- Process and objectives linked to CQUIN funding, so a Project Plan and timescales were established.

The Reducing Restrictive Interventions Project is very much a work in progress and will continue to be so - it's a journey…

- **Key elements**
- Data collection and reporting – Patient Safety Team
- Refining the Trust's online reporting system to make it 'work'.
- Reinforcing, with staff, the need for accurate reporting.
- Improving patient care through positive behaviour support – Safewards.
- Reviewing and updating approaches to care planning – 'behaviours which challenge'.

## Implications for practice – we need to:

- Avoid prone restraint, so staff have had to adapt their thinking.
- Achieve and evidence a reduction in the use of all forms of RI.
- Evidence that proactive interventions are contributing to that reduction.
- Patient choice….

## Implications for training:

- Focus on and promote the principles within the P&P guidance.
- We still need to teach descent to prone and prone interventions on the floor / bed, to enable staff to safely manage when the patient creates that situation.
- Use of alternative sites for administering IM medication – Rapid Tranquilisation.

Other implications:

- Need to improve standard of reporting.
- Reporting of prone restraints – encourage staff – 'fear of reporting' prone restraint.
- Definitions
- Updating of Trust Policy to include principles of P&P and the updated MHA CoP
- Need to improve approaches to debriefing and evidence learning from incidents.

# MAPA Ambassadors – and their role:

- Meetings with Patient Handling Team
- Minutes distributed to managers
- High Impact Actions initiative – highlights the issues and gives added status to the MAPA Ambassadors.

- The role of the MAPA Ambassador:

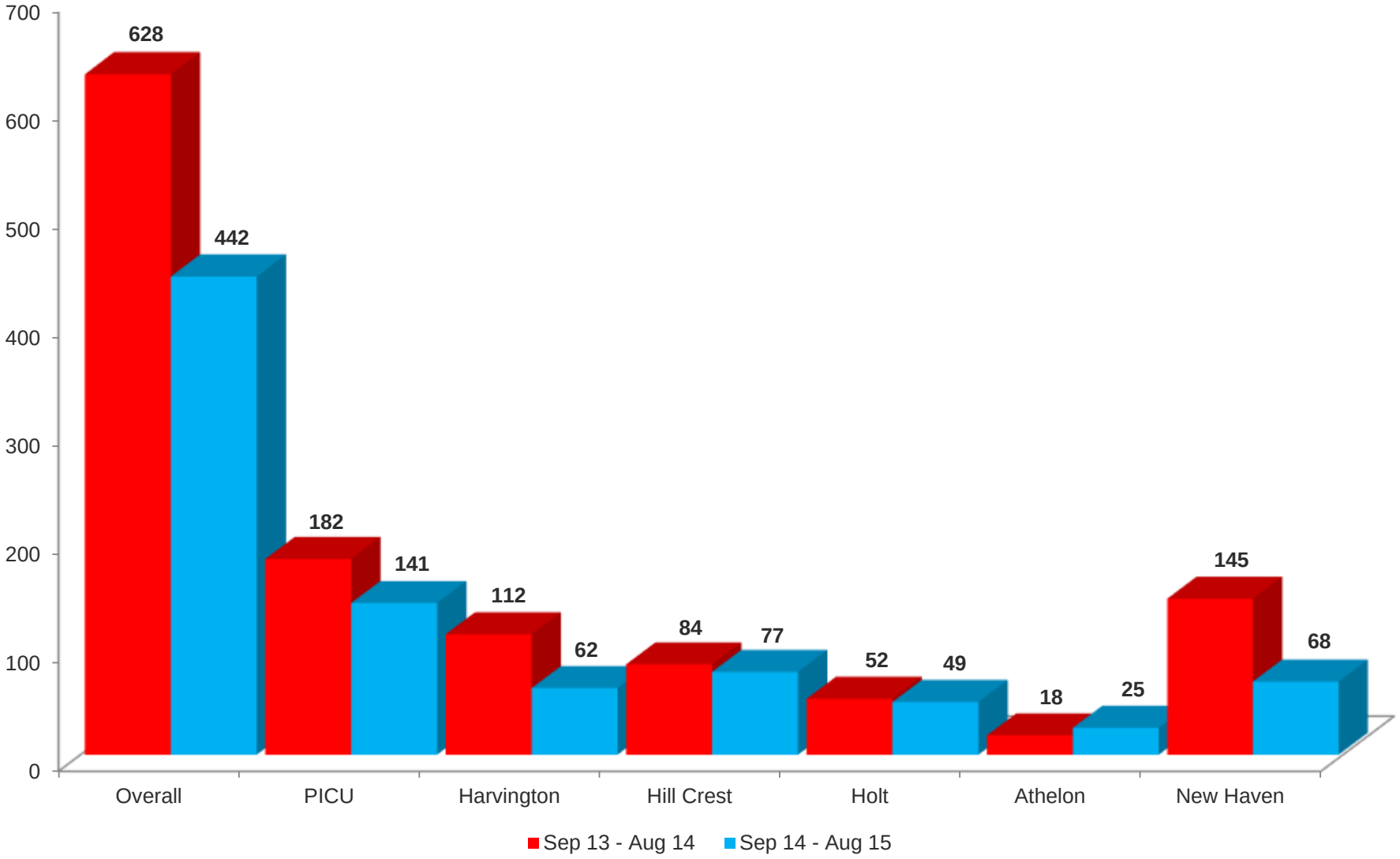
- Direct link to the Patient Handling Team – communication; problem-solving; promoting best practice.
- Promote the underpinning values and philosophy of MAPA, within their own work base / unit;
- Constructively challenge 'custom and practice' in the workplace, to encourage everyone to question and improve how they support and interact with patients;
- Support the introduction and implementation of the 'Positive and Proactive Care' guidance, in the workplace;
- Support the introduction and implementation of the 'Safewards' concept to the management of patients' behaviours.
- Contribute to the development of more proactive interventions, relating to the specific needs of individual patients.

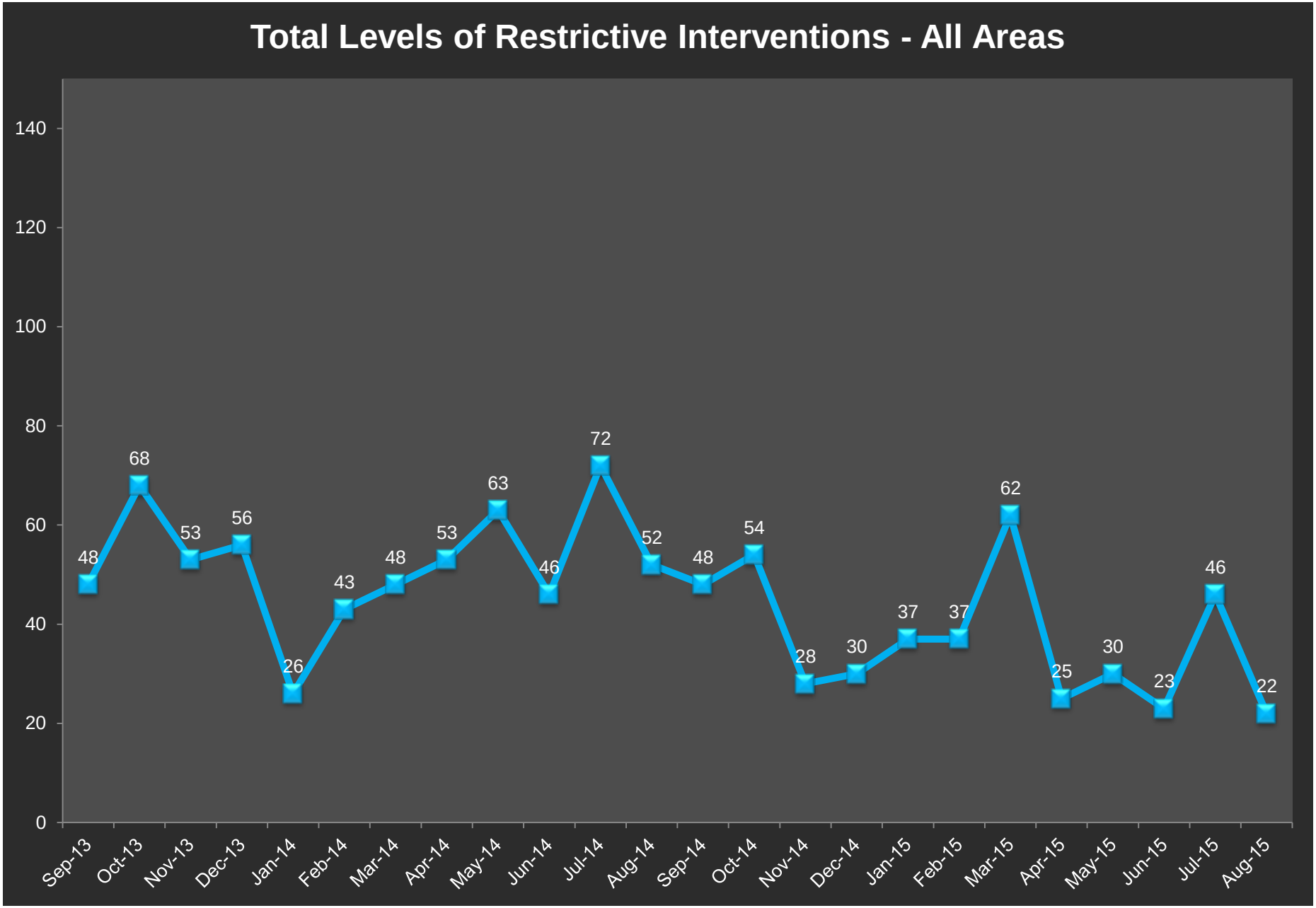
- Results / progress so far……..

- What do we have to show for all of this work?

- What conclusions can we draw from the information we  have so far?

# Annual Totals of restrictive physical interventions by unit




Total Levels of Restrictive Interventions - All Areas
140
120
100
80
60
40
20
0
48
68
53
56
26
43
48
53
63
46
72
52
48
54
28
30
37
37
62
25
30
23
46
22
Sep-13
Oct-13
Nov-13
Dec-13
Jan-14
Feb-14
Mar-14
Apr-14
May-14
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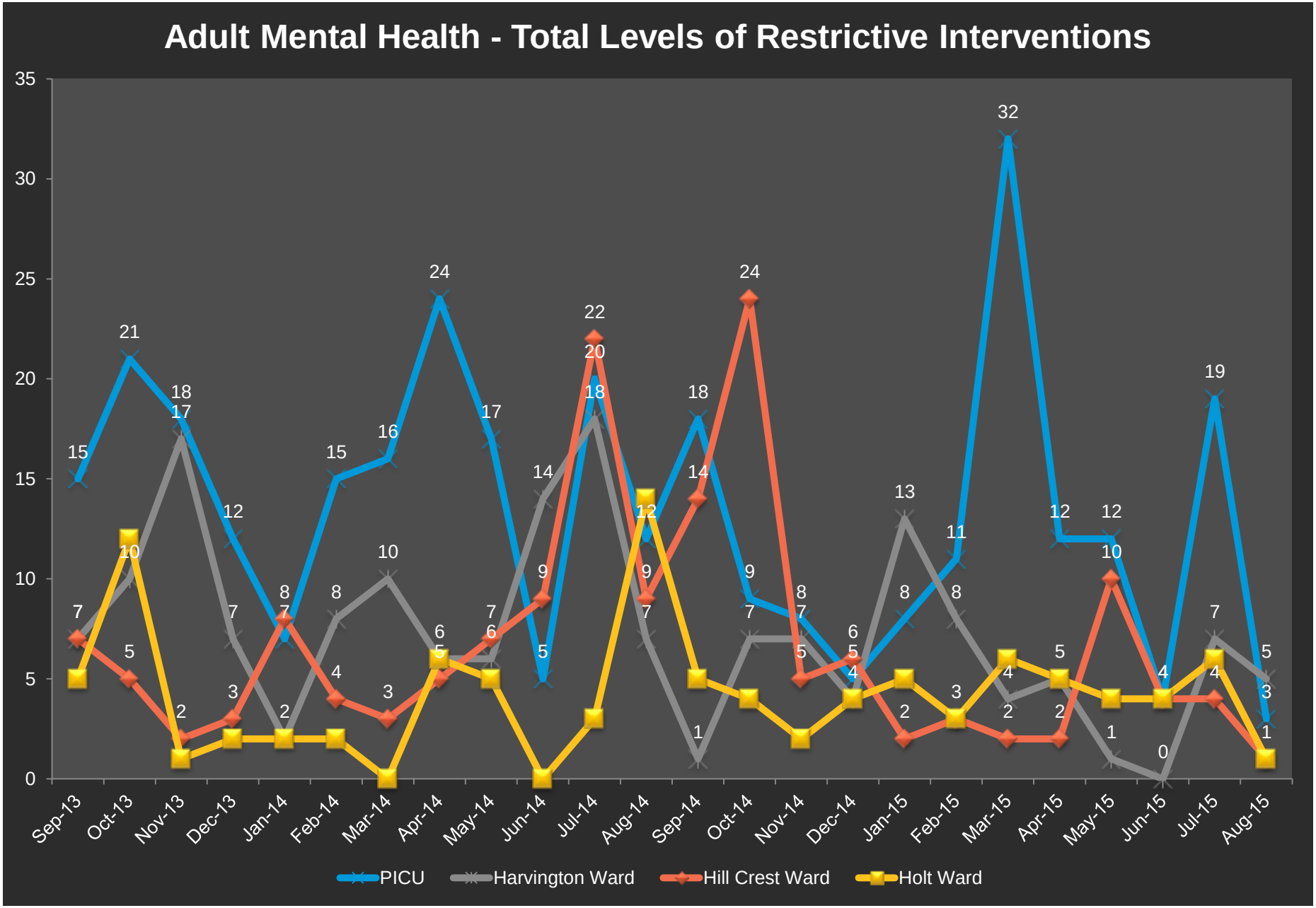
Adult Mental Health - Total Levels of Restrictive Interventions
35
30
25
20
15
10
5
0
Sep-13
Oct-13
Nov-13
Dec-13
Jan-14
Feb-14
Mar-14
Apr-14
May-14
Jun-14
Jul-14
Aug-14
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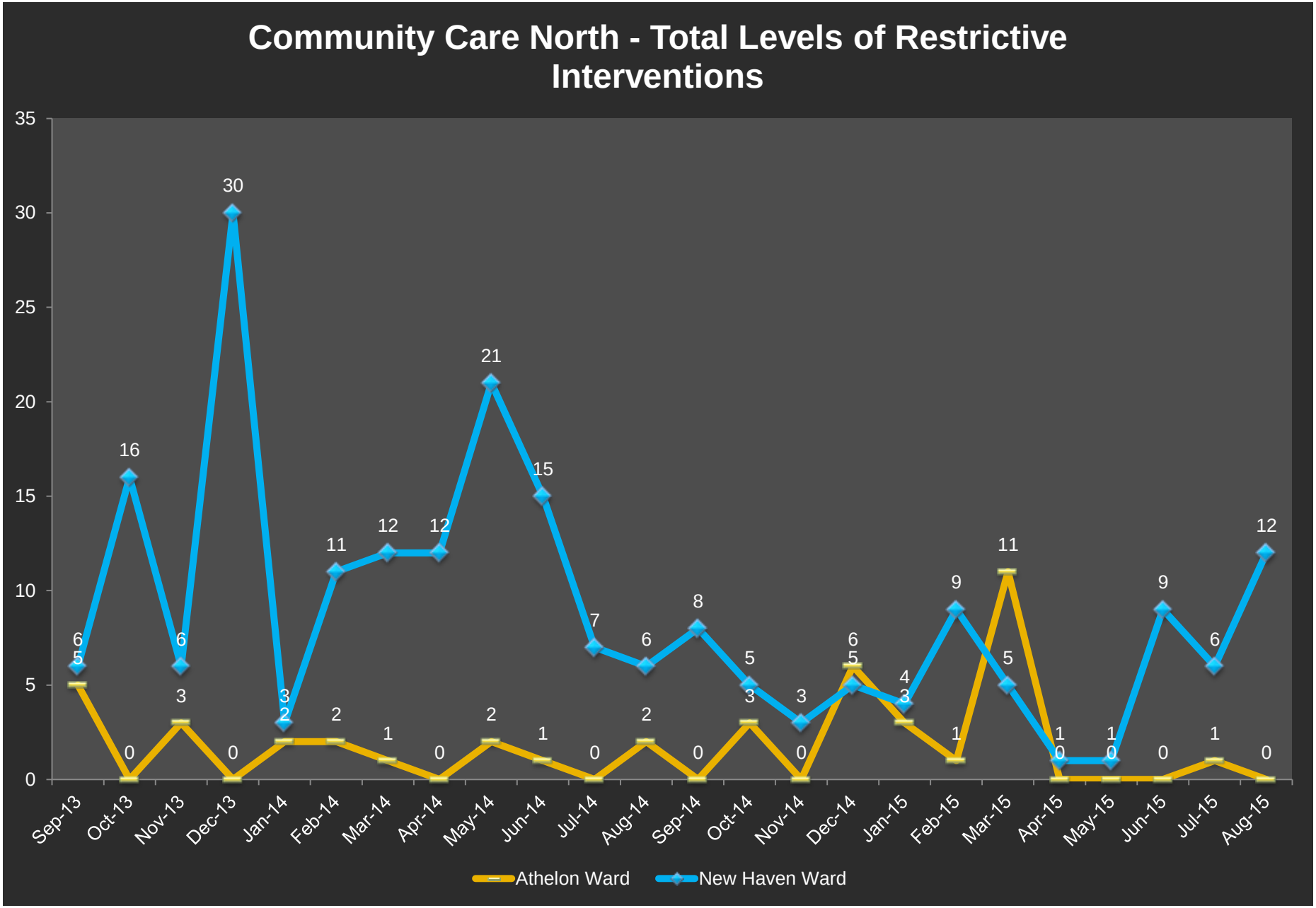
Jul-15
Aug-15
PICU
Harvington Ward
Hill Crest Ward
Holt Ward


Community Care North - Total Levels of Restrictive Interventions
35
30
25
20
15
10
5
0
Sep-13
Oct-13
Nov-13
Dec-13
Jan-14
Feb-14
Mar-14
Apr-14
May-14
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Jul-14
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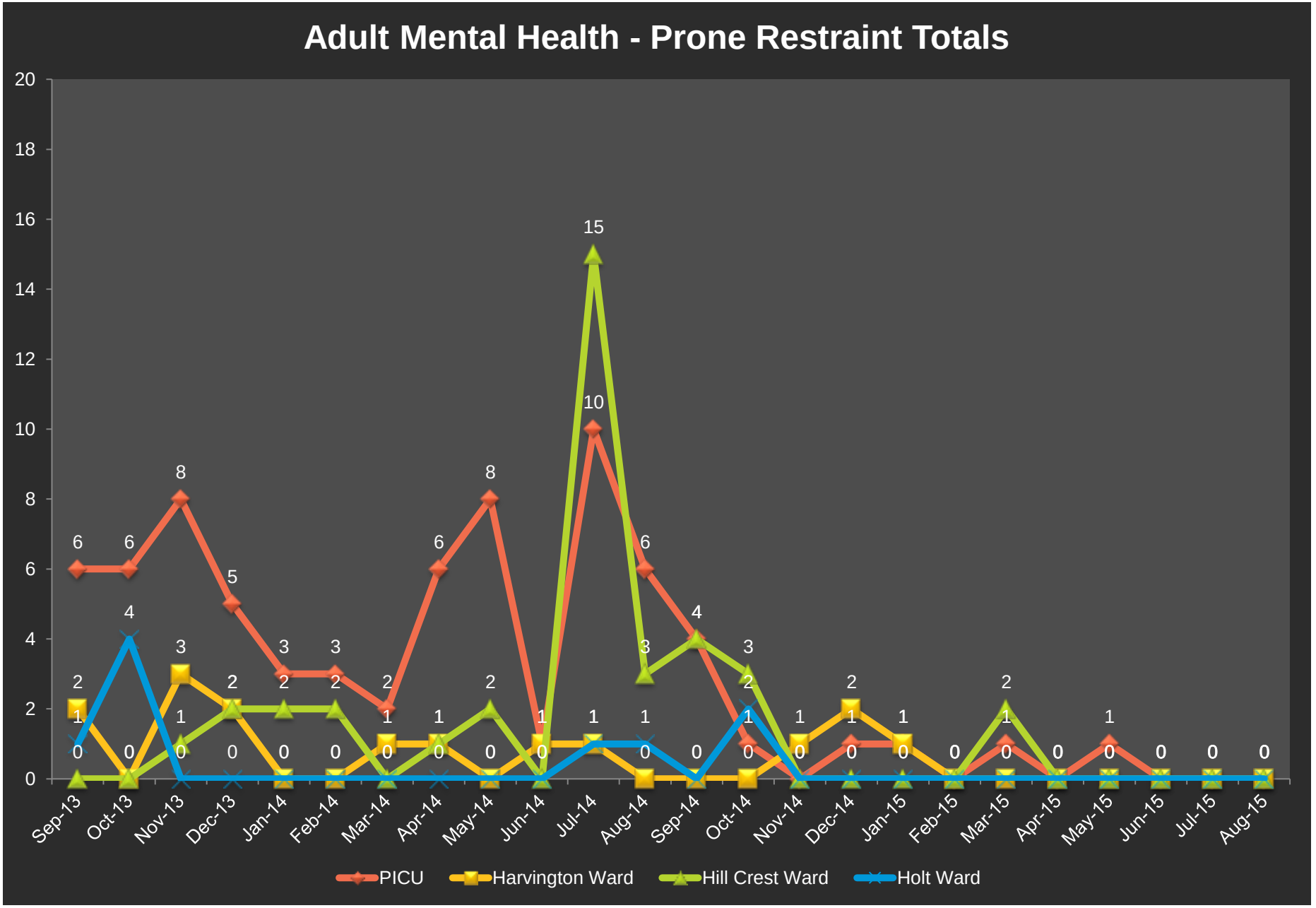
Jun-15
Jul-15
Aug-15
Athelon Ward
New Haven Ward


Adult Mental Health - Prone Restraint Totals
20
18
16
14
12
10
8
6
4
2
0
Sep-13
Oct-13
Nov-13
Dec-13
Jan-14
Feb-14
Mar-14
Apr-14
May-14
Jun-14
Jul-14
Aug-14
Sep-14
Oct-14
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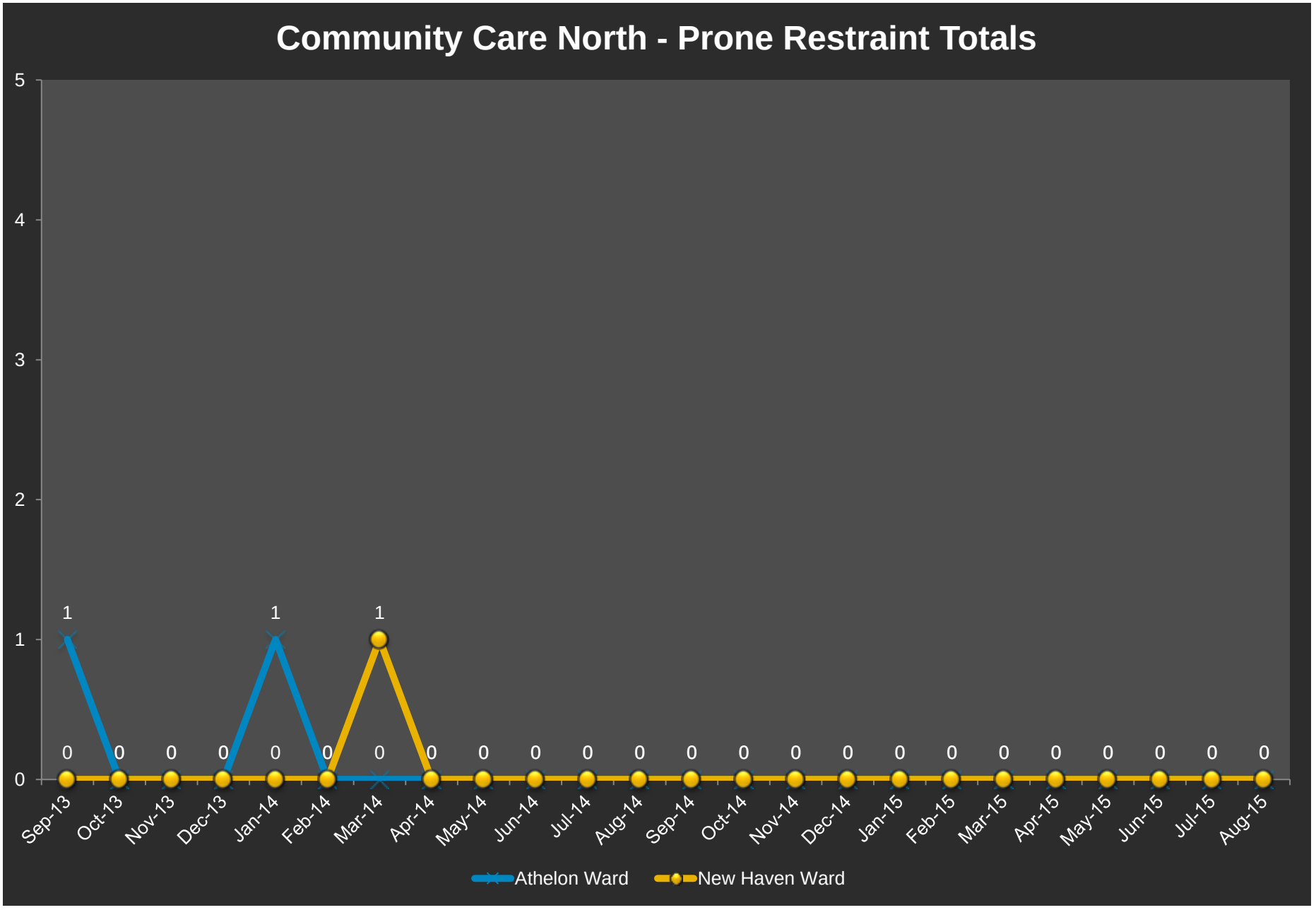
Holt Ward


Community Care North - Prone Restraint Totals
5
4
3
2
1
0
1
1
1
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Sep-13
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- What other indicators should we should be monitoring?

- We need to encourage staff to report 'near misses' – occasions when they have successfully avoided the need for restrictive interventions.

- We also need to recognise and celebrate good practice within our teams.

# What next?

A formal, structured, Restraint Reduction Programme,
to build on the work done so far.

Monitor progress to identify where there may be any learning needs.

Recognise and support positive practice – in ways that will improve patient care and provide evidence, to CQC, of compliance with Positive and Proactive Care.

# Thank you

Helping you live well
in Worcestershire

Worcestershire Health and Care NHS
NHS Trust

# Ensuring Harmony, not Harm

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Training and Development Unit

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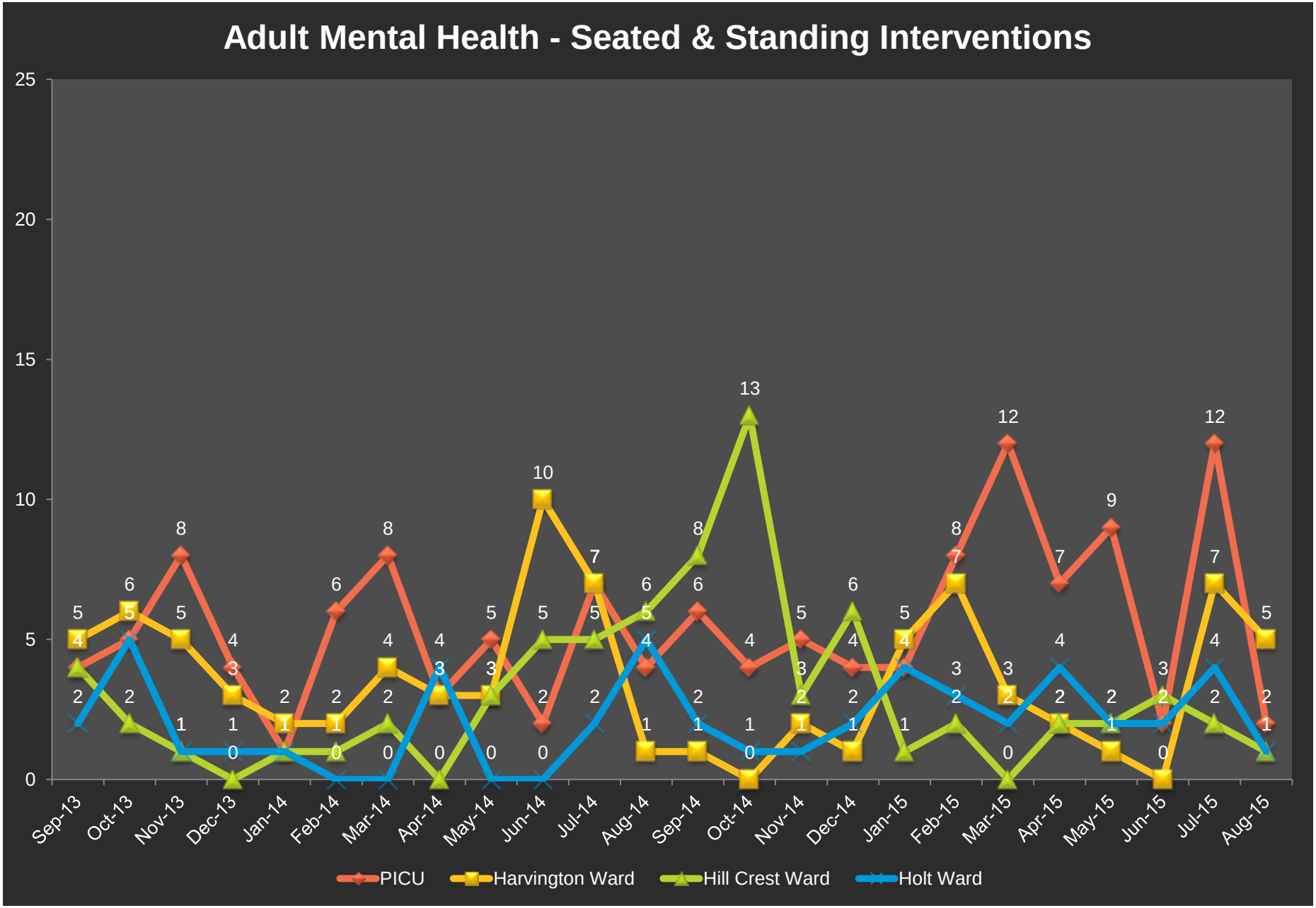
Mob: 07918 769061

restraint reduction network

# Additional data


Adult Mental Health - Seated & Standing Interventions
25
20
15
10
5
0
Sep-13
Oct-13
Nov-13
Dec-13
Jan-14
Feb-14
Mar-14
Apr-14
May-14
Jun-14
Jul-14
Aug-14
Sep-14
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Hill Crest Ward
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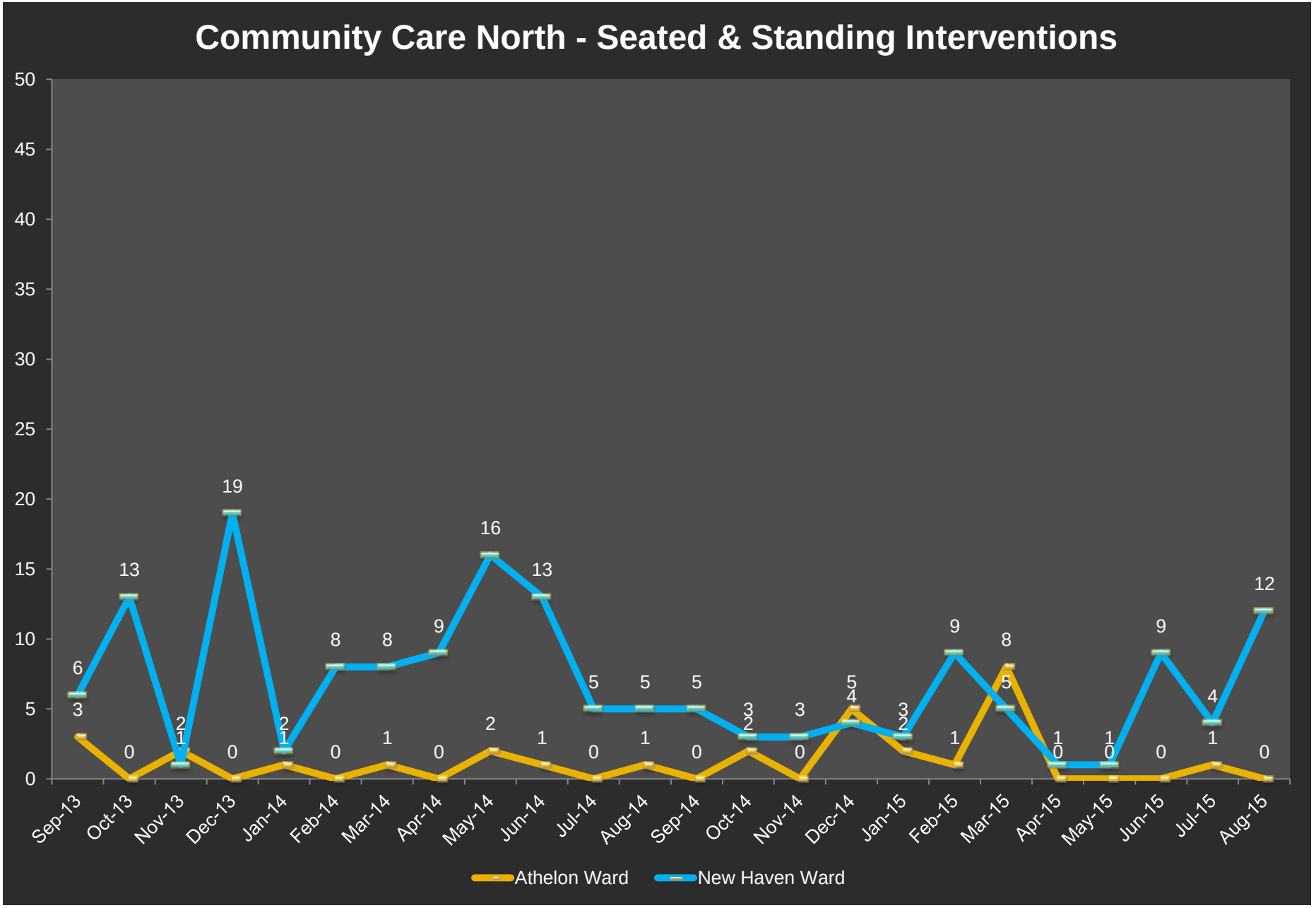
Community Care North - Seated & Standing Interventions
50
45
40
35
30
25
20
15
10
5
0
Sep-13
Oct-13
Nov-13
Dec-13
Jan-14
Feb-14
Mar-14
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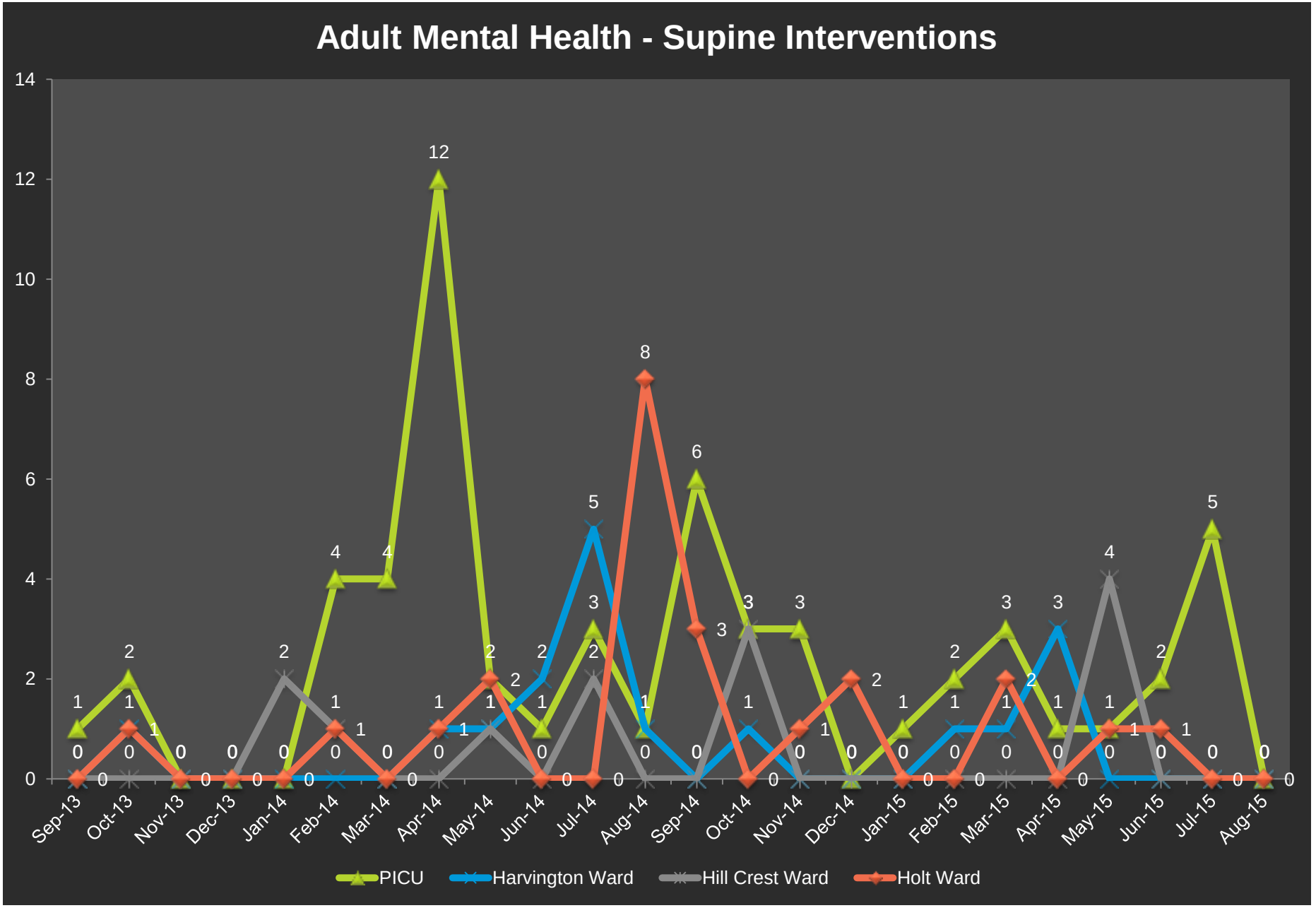
Adult Mental Health - Supine Interventions
14
12
10
8
6
4
2
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Oct-13
Nov-13
Dec-13
Jan-14
Feb-14
Mar-14
Apr-14
May-14
Jun-14
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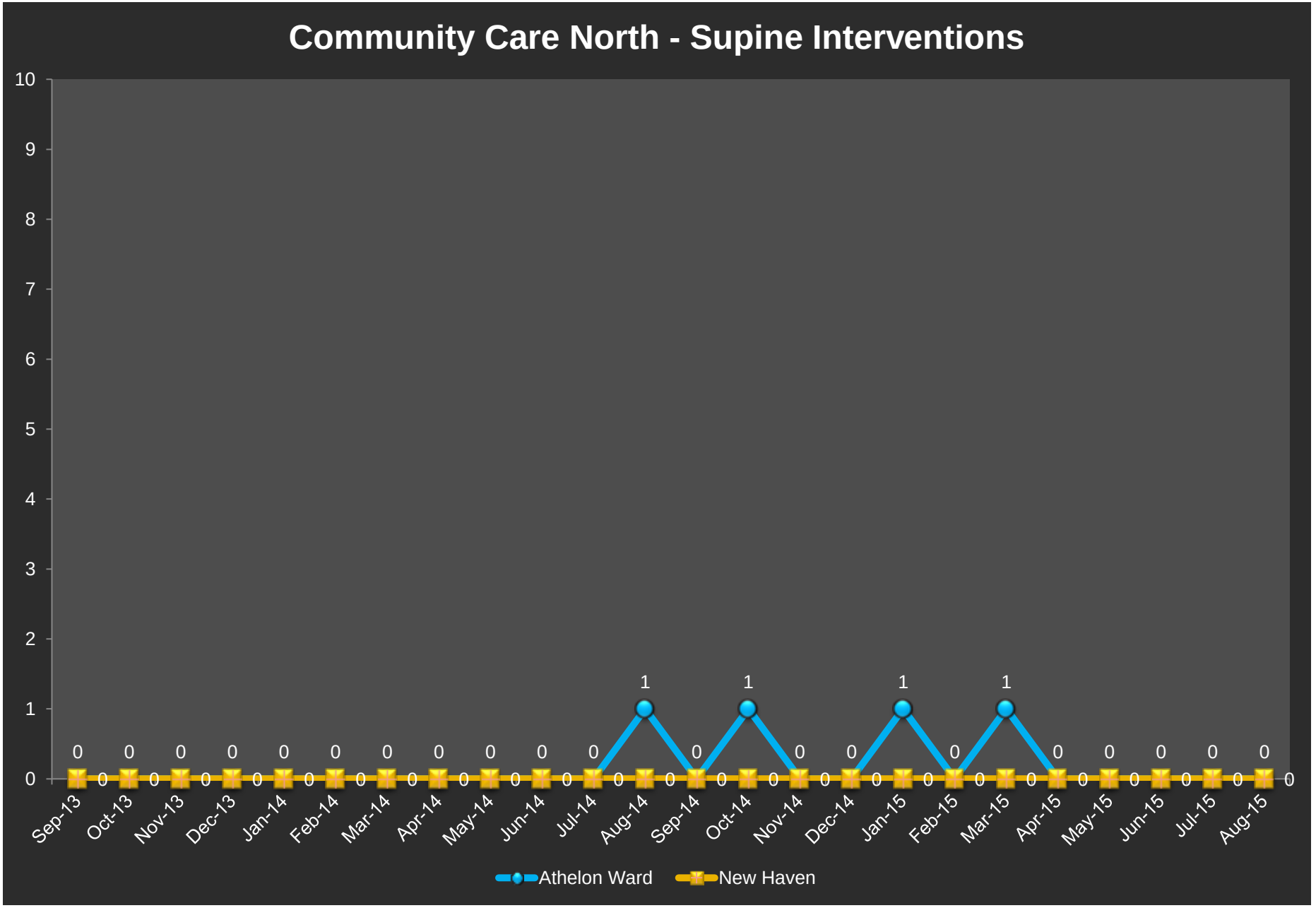
Community Care North - Supine Interventions
10
9
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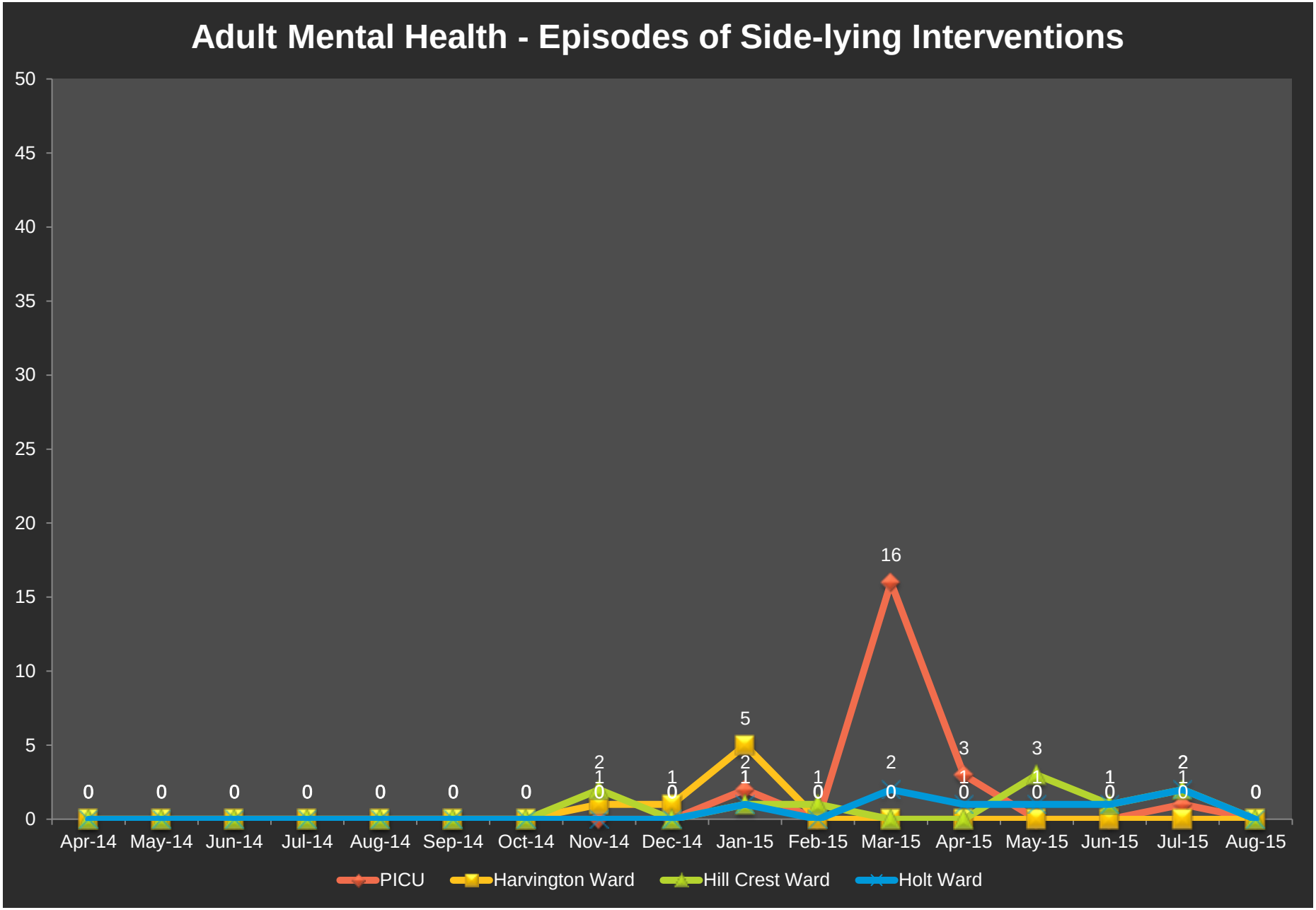
Adult Mental Health - Episodes of Side-lying Interventions
50
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35
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Apr-14
May-14
Jun-14
Jul-14
Aug-14
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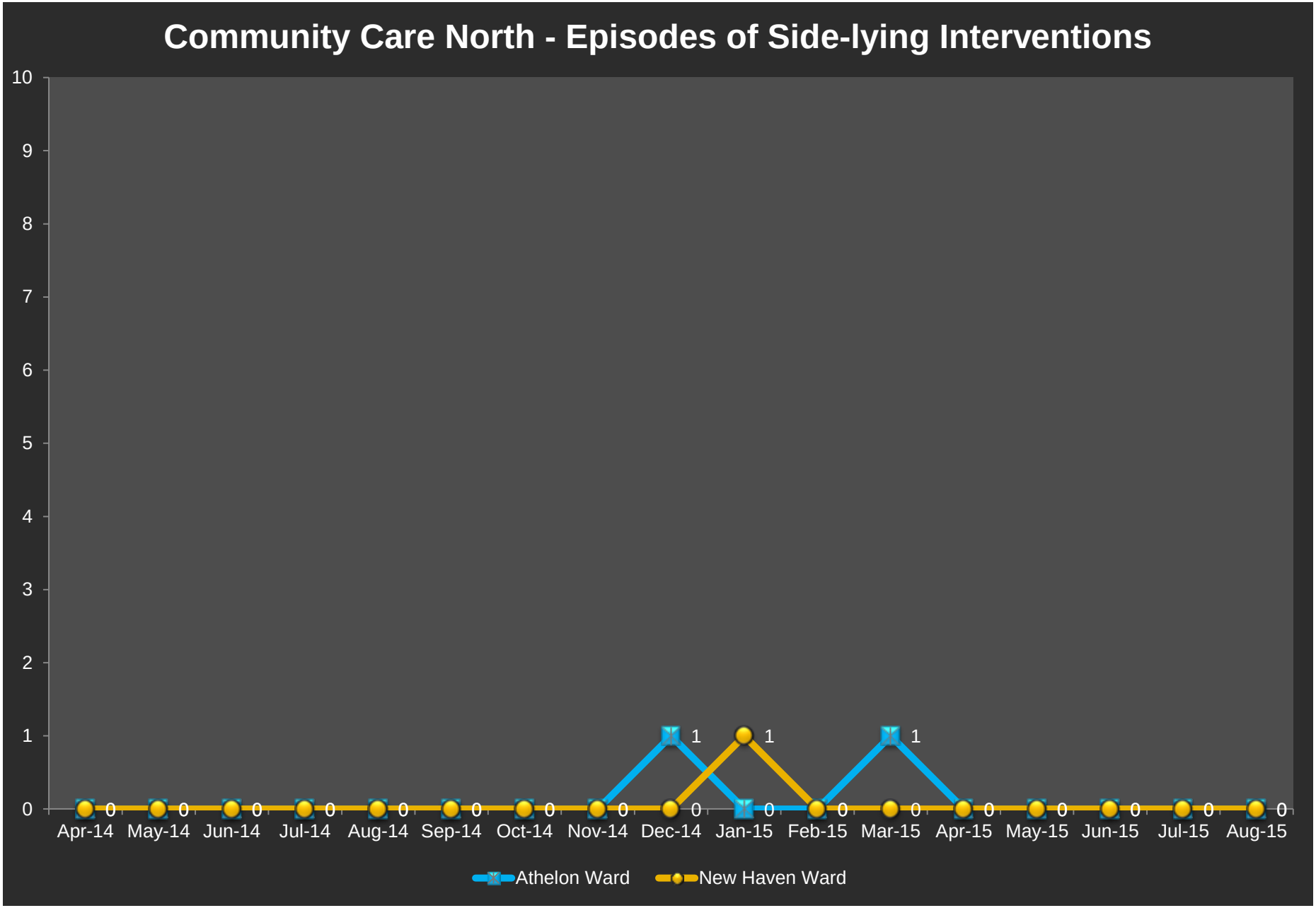
Community Care North - Episodes of Side-lying Interventions
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