

Service users influencing change

Sarah Rae

Co-founder of PROMISE Global

Alison Cobb

Senior policy and campaigns officer, Mind

CPI Conference 2016

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...

Alison Cobb - a.cobb@mind.org.uk

Sarah Rae - sarah.rae@rockyroad.org.uk

Find out more ...

mind.org.uk

promise.global

