



The Use of Restraint



Easy to Understand The Use of Restraint Leaflet For Patients and Families

With thanks to Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and The General Services Association for allowing us to reproduce some of their information February 2022



Your ward is a calm safe space for you to recover.



This leaflet is about what may happen when you are feeling distressed and why we may sometimes use restraint, seclusion or segregation for your safety.

What is Restraint?

Restraint, seclusion and segregation should only be used in emergencies.

It should not be seen as a way to care for someone.

It should only be used to protect you or those near you from harm.

If restraint is used it must be fair to you and support your human right to be safe.



Sometimes the Police maybe required to attend the Unit as a last resort.

They will be wearing a camera on their uniforms.

In these cases they must make sure their Body Camera is turned on and it is recording what is happening.

This is to protect you, the staff and the Police.





People who are being cared for in hospital should get good care that is right for them on the ward.



Team members can talk to you through all the options for restraint as a last resort, so that you understand how and when it may be used and what the risks are.

You can talk to your staff team about:

- . What makes you upset
- . What staff can do to help you when you are upset.
- . What helps you to remain calm?
- . If you have to be supported with restraint, how would you like to be cared for?



If you feel restraint was used unfairly you can speak to:



A member of the clinical team, an advocate. Staff can give you the contact information.

You can make a complaint.

After an incident staff should ask you if you are okay and if you have any questions.

This may help reduce an incident happening in the future.



Physical Restraint

Sometimes staff may need to place their hands on you to control your movements and keep you and others safe. Some examples are:



Seated support: is when two people will support you to sit in a safe place. They will sit each side of you and talk to you about what you would like them to do to help you.

Standing support: is when a person will stand on each side of you and support your arms.

One staff member will talk to you about why you may be upset and how to help you feel less anxious.



Different kinds of restraint or support



Supine support: is a last resort for the safety of yourself and others. Staff will safely hold you facing up on the ground. Staff will support you at all times and talk to you.



Prone support: Staff will safely support you on the floor facing down for as short a time as possible.

A staff member will talk to you at all times.



Seclusion:

This room doesn't have many things in it. It is a safe space for people who are very distressed emotionally and may be at risk to themselves or others.

The seclusion room will be used for the shortest time possible and the person will have a member of staff looking after them safely.

This room is only used when all other ways to support the person have not been successful.



Rapid Tranquilisation: This is a medication that can be used. It would be prescribed only to you and it will be written in your care plan.



It would only be given to you if you become very upset, angry and we are worried about your safety.

Sometimes it will be injected in a muscle instead of being taken by mouth as a tablet.



Staff will always offer you the tablet first
The injection is a last resort.

Safety Pods:

ukpodsltd.co.uk

These are bean bags that are on all wards.

They are used as an alternative way to keep you safe when you are distressed.



Restrictive Practices

This means that there are some rules that we need to follow for the safety of everyone. These are called **Blanket Rules**.

They may include locked doors or you may not be able to have some personal items.

These rules are recorded in a register and looked at by staff all the time. Sometimes there may be rules only for you.



Restrictive Practices



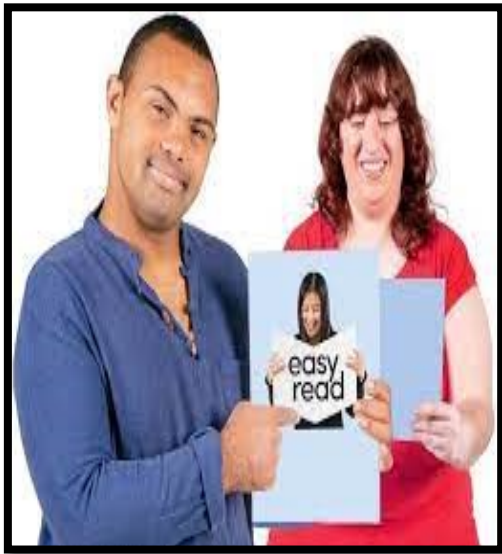
If your items are locked away, it is based on the risk to you and this will be written in your care plan with reasons why.

These reasons are to keep you safe and well and to make sure this is the best plan for you.

You can speak to a member of staff, an advocate or a family member if you think that this decision needs to be changed.

Being part of your team:

While you are in hospital you will have a group of staff working with you.



These will be doctors, healthcare assistants and therapists.

Being part of your team means we will listen to your thoughts and ideas.

Everything we do is person-centred on the ward. You will have a named nurse who will write your care plan and talk things through with you.

Being part of your team:

You will be able to see a doctor if you need to.



We will include your family and carers when you want us to.

We will always work with you to find ways to keep you safe.

We will always try to avoid using any restraint.

Other things you can do:



Mindfulness: means paying attention to your body and what is going on around you.

Mindfulness can help you feel happier, more relaxed and less worried.

It may not work for everybody.



Self Help: can include exercise, activities indoors and outdoors, sensory boxes, sensory rooms and listening to music.

Post incident support and Debrief



If there are times when you have been very anxious or upset, staff can support you when you are ready to talk.

You don't have to talk to a staff member, you can talk to someone else that you trust.



YOU KNOW YOURSELF BETTER THAN ANY-ONE ELSE.

Summary:

The staff team are here to support you. We will do everything we can to avoid restraining you. We do not want to upset you.

Restraint will never be used to punish or harm you. It will only ever be used to keep you safe and others safe.

We will work with you to try and understand you and make things better for you.



Getting in touch with us:

We really want to hear from you. The easiest way is to talk to a staff member or the ward manager. If you would rather not, you can speak or write to our customer services team

Livewell Southwest Customer Services Department

First Floor

Windsor House

Tavistock Road

Plymouth

PL6 5UF

Telephone: 01752 435201

Email: customerservicespch@nhs.net

