

The Use of Restraint

Patient and Family Information Leaflet



Introduction

Your ward is a **safe and calming space to support your recovery**. The team on your ward are trained and skilled in helping with your mental health and physical wellbeing, always supporting your human rights and legal protections. If you want further information about this, please speak to a team member.

The leaflet is about what can happen when people are distressed on the wards, as well as the use of restraint. We hope by raising this topic we can avoid ever having to use restraint whilst you are in hospital. **The use of restraint is rare and there is lots we can do together to avoid it.**

Some useful information is included later in this leaflet.

The best tip we can give is to talk to any member of your clinical team about your thoughts, feelings and wishes.

Team members can talk you through all use of restraint options that might be used as a last resort, why they are used and any risks. Doing this individually is important, so you understand them in a way that is meaningful for you.

Tell us:

- what helps you remain calm and well
- how you react to stressful things
- how you want staff to help you during those times
- as a last resort tell them how you would prefer to be cared for if the use of restraint is needed.

If you feel you want to discuss this, you can do so with any member of the team. The staff team will only use restraint as a very last resort. We want to be open and honest with you and hope that we can work together to never have to use it.



Use of Restraint

The interventions below are only ever used as a last resort. They are only ever used to protect you or those in contact with you from major harm.

Example might be that you are harming yourself or someone else and the risk means we need to stop it fast to prevent further harm, or we may need to give you a certain type of medication to help your recovery, this will be discussed with you, but we may use restraint while we administer the medication for your safety

When restraint is used it must be fair to you and support your human right to be safe while you are on our ward. If you feel restraint was used unfairly, you can speak to:

- a member of the clinical team
- an advocate - staff can provide you with contact information
- make a complaint

Following any incident, staff should approach you to ensure you are ok and if you have any questions. You do not have to be involved but it can help avoid or reduce the chance of future incidents happening.

Sometimes the Police maybe required to attend the Unit as a last resort, in these cases they must ensure their Body Camera is turned on and recording, this is to protect you, the staff and the Police.

(The Use of Force Act)

Physical restraint

Sometimes it may be necessary for staff to place their hands on you to control your movement to keep you and others safe.

There are different kinds of physical restraint:

- **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 two people will stand either side of you and support your arms. One member of staff will talk to you about why you may be upset and how to help you feel less anxious.



- **Supine support:** is a last resort for the safety of yourself and others. Four people will hold and support you on the ground, you will be facing up. One staff member will try to always support you and talk to you.



- **Prone support:** is a last resort for the safety of yourself and others. Four people will safely hold you facing down on the floor for as short a time as possible. A staff member will always be talking to you, until you are able to be released safely and assisted with your needs.



- **Seclusion:** This room does not 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 around them.



Being in seclusion should only be for the shortest time possible and the person in the seclusion room will have a member of staff looking after them safely. **This room is only used when all other attempts to support a person have been unsuccessful.**

Rapid Tranquillisation

This is medication that can be used. It is unique to you, it is prescribed for when you may be troubled by feelings and emotions that may cause you to become upset, angry or worried.

Sometimes they can be given as an intramuscular injection rather than a tablet. Staff will always offer you tablets first, again they are a last resort.



Safety Pods

Safety Pods are on our wards and offer an alternative way to keep you safe when you are feeling distressed.

ukpodsltd.co.uk



Restrictive practices

This means that there are some rules that we need to follow for the safety of everyone. These are called **Blanket Rules**. These may include locked doors or restricted access to personal items.

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



If your items are locked away, it may be because they are a risk to you, and this will be written in your care plan with the reasons listed.

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

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

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What you can do to improve your wellbeing:

- Talk to the team who are looking after you about your psychiatric and psychological needs.
- Talk to us about other needs; these can be your physical health, your social situation and things you enjoy doing, cultural and religious needs or you're housing and money needs.



- Attending your ward round or review.
- Involving those who care or support you, although we understand if this is difficult for you.
- Allowing your carers or friends to talk to us about you. We won't tell them about you unless you give us permission, but it can be useful for us to listen.

Being part of your team

The healthcare staff working to support you are called the **Multi-Disciplinary Team (MDT)**.

They include everyone from doctors through to nursing staff.

The most important member of that team is you. Nobody knows you better than you.

You can expect a **person-centred** approach while on the ward. This will include:

- Identified named nurse(s) who play an active role in creating a care and treatment plan.
- Regular access to the doctor supporting your care.
- We will include family/carers when you want us to.
- We will talk to you about how to avoid using restraint in your care.



Other things that you can do:

Mindfulness is a type of meditation. Mindfulness means **paying attention to your body** and what is going on around you. You do not have to do it for a long time, but it helps to do it **regularly, every day.**



Mindfulness can make you feel **happier and less stressed.**

Anyone can 'Be Mindful' and you can start with just a minute a day!

The staff can give you more information if you would like and help you find something that works for you.



Occupational therapy / gym - some people find doing something active or practical can distract them. please talk to the staff about the range of activities you could access.

Post incident support and debrief

If you are involved in any incident, you can expect that a staff member speaks to you at a good time for you.

If this does not happen, you can ask someone who you trust or get on with well, to chat about what happened.

If you feel you need some **extra support** following an incident, you can ask for this from any staff member on your ward.



BUT you know yourself better than anyone else....

You will have things in place that support you in challenging situations. Tell us what works for you, and we will try and enable you to continue to use them.



Summary

The staff team are here to support you. We will do everything we can to avoid restraint as may upset you and others involved.



If we did have to use restraint for your safety and safety of others, we will do everything we can to learn from the incident. You will be able to take part in this process.

The Use of Restraint should always be fair, only to protect you or others from harm, it should never be a punishment.

Getting in touch with us

We really want to hear from you.

The easiest way is to speak to a member of your team 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

Tel: 01752 435201

Email: customerservicespch@nhs.net