**NHS Mersey Care** NHS Foundation Trust

Community and Mental Health Services

**Reducing Restrictive Practice QI Collaborative**

*Maplewood 3 Low Secure Ward in Mersey Care NHS Foundation Trust, Specialist Learning Disability Division*

**QI**

**IMPROVING MENTAL HEALTH SAFETY**
Reducing restrictive practice

## Change idea: Service User's Positive Handovers

### Predictions

To get service users involved in activity and to see things as a positive not a negative.
To try this first with a service user, RB*
Some staff expected RB to report negatives

### Plan

RB to write up a handover for the positive things that have happened each day for every service user in their flat. This is done for each shift period; morning and night. RB types this up, staff review this & include during their handovers.
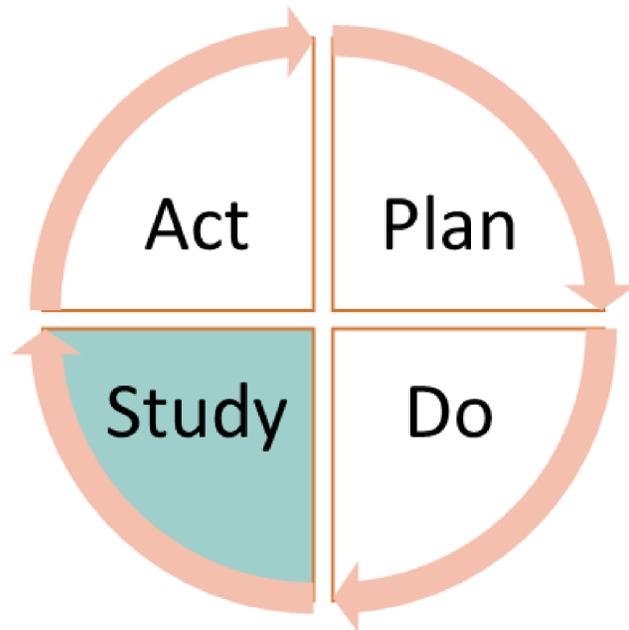
### Do

RB has voluntarily completed the handovers & has not needed any prompts. All staff have included RB's comments during their hand overs, in addition to their own positive hand over.



Act — Plan
Study — Do

### Study

- RB: "It gives me something to do. It makes me feel good. It helps staff out"
- Staff: "It's a good thing"
- Increase in RB's meaningful activity in both variety and frequency
- Reduction in RB's anxiety & frustration
- Reduction in RB breaking his computer & other electrical equipment
- RB began to do positive handover about staff

### Act

- To encourage RB to include other service users by asking them positives about their day
- To do a one-page information sheet for staff & service users to alleviate any concerns
- RB to role model this for use in other flats
- To consider how this could be done on an individual basis for others to try
- To explore other admin roles for RB

### All teach, all learn

Have any other wards given a role of responsibility to any of their service users?
How have staff members responded to service users having a role of responsibility?



\* Anonymised initials