

# Reducing Restraints on West Ferry Ward

## John Howard Centre

Neil Lad, Staff Nurse  
 Sophie Harris, Occupational Therapist  
 Dadai Dandato, Matron

Dr Alison Christie, Clinical Psychologist  
 Edwin Ndlovu, QI sponsor  
 Genevieve Holt, QI Coach

### Project Background

West Ferry Ward is a High Dependency Unit (HDU) in Hackney, within the Forensics Directorate. It was previously a Psychiatric Intensive Care Unit (PICU).

In early 2015, Datix reporting revealed an average of 16 incidents of violence and aggression per month; 67% of the time, restraint was employed.

Following feedback from patients and in keeping with Department of Health guidelines (2014) for Positive and Proactive Care, the ward decided that reducing use of restraint on West Ferry was an important priority.



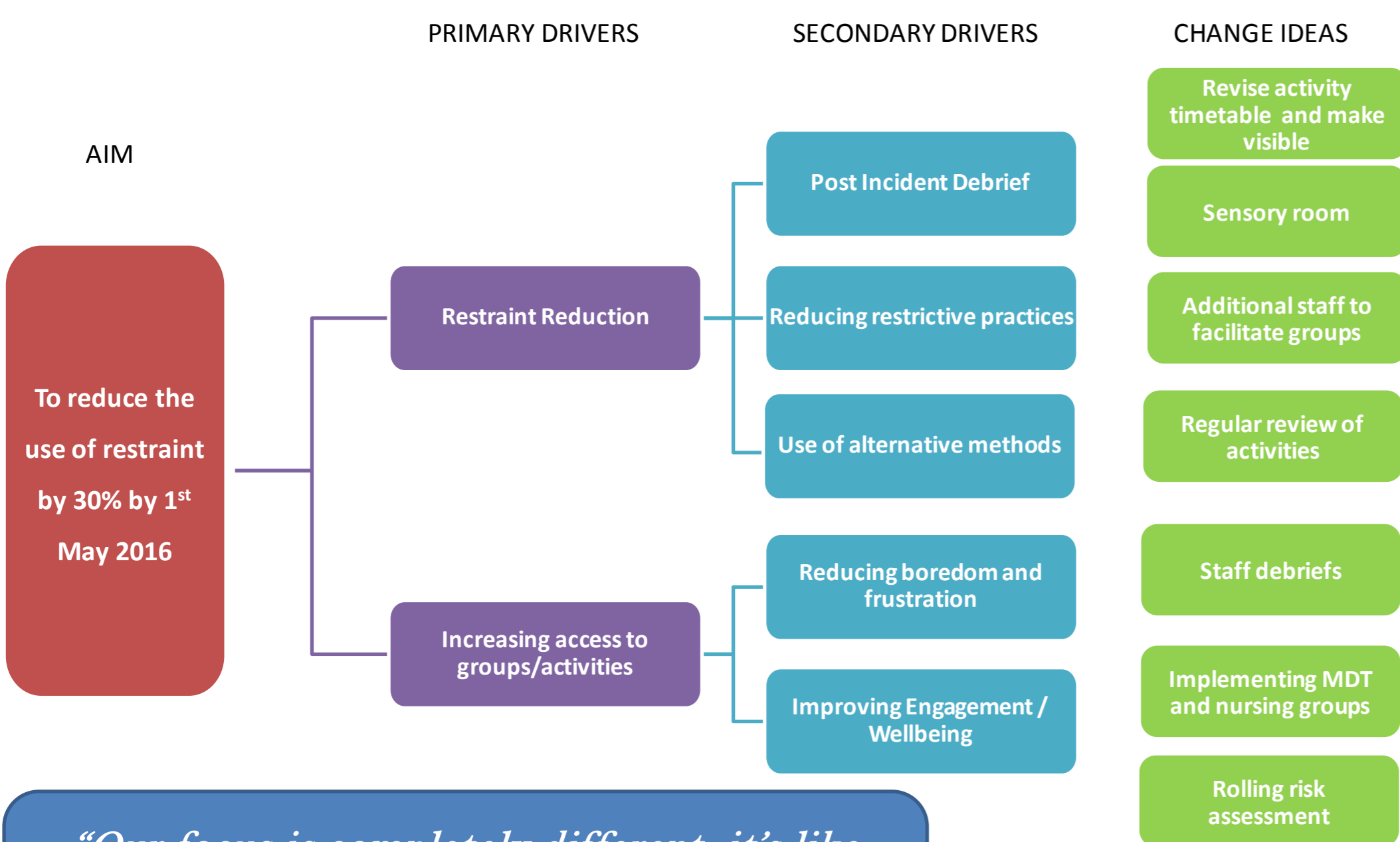
### We Have Learnt

Change is hard!  
 Team work is crucial  
 MDT involvement is important  
 The project makes a difference to people using our service

### Next Steps

Increase consistency  
 Improve structure of activity timetable  
 Continue momentum

### Reducing incidents that lead to restraint



### PDSA Ramp for Activities

1. OT to facilitate 2 groups per week
2. OT to facilitate 3 groups per week
3. OT to facilitate 4 groups per week, 1 nursing group per day
4. Nursing team to facilitate 10-6 shifts at the weekend
5. Psychology to facilitate 1 group per week
6. OT to facilitate 5 groups per week
7. **OT to facilitate 6 groups per week**

### PDSA Ramp for Debriefs

1. Structured debriefs once per shift and use the BVC tool
2. Use the allocation board to add structure
3. One person to lead debrief and one person to type
4. One allocated person per shift to complete debrief
5. Use traffic light system instead of BVC
6. Traffic light system on handover sheet
7. **Revise debrief sheet to streamline**

"Our focus is completely different, it's like we're a new ward but have kept our core principles"

"We're less likely to restrain now, I've noticed a real change in our approach towards the guys"

"We're definitely more proactive than reactive now"

### We have been measuring

- Number of incidents of violence reported using Datix
- Number of restraints reported using Datix
- Number of ward activities taking place
- Self-reported experience of boredom and frustration
- Number of debriefs completed by staff
- Number of risk assessments completed

"The activities really help keep my mind off things, especially when it's getting tough"

"We never used to have so many options to us so it's really good"

"I enjoy getting off the ward, who thought I could do this on West Ferry"

### Days between incidents resulting in restraint (West Ferry Ward) - T Chart

