

Restraint Reduction Strategy



This Restraint Reduction Plan aims to consolidate D.ESCAL8™'s continuing commitment to the minimisation of restrictive practices and which will detail measurable outcomes and actions that support the reduction of the use of restrictive practices.

We firmly believe that the use of coercive and restrictive practice can be minimised, and the misuse and abuse of restraint can be reduced by setting clear goals.

This plan had been written based on the Restraint Reduction Networks Six Key Restraint Reduction Strategies. We have also taken information from Huckshorn's Six Strategies for Restraint Reduction, POSITIVE APPROACHES: Reducing Restrictive Practices in Social Care Version 1, April 2016 Care Council for Wales and NICE guidance.

To achieve the strategy takes dedicated leadership, commitment, and motivation by all involved.

Strategy 1 : Leadership and Governance

D.ESCAL8™ are privileged to be certified by BILD ACT under the RRN Training Standards and will continue to meet all criteria and fully engage in all review and recertification processes.

D.ESCAL8™'s mission, philosophy and guiding values which promote non-coercion and the reduction of restraint

- is publically available on the website
- is a fundamental part of our Organisational Policy
- is embedded in all training and course booklets
- is included in documentation agreements and contracts with commissioning organisations

D.ESCAL8™ do not permit any of our trainers, either senior or associate, to teach or use any techniques that -

- deliberately cause pain to the individual
- cause any hyperflexion of joints
- bend an individual forward in a seated position
- impact on airways, neck areas, breathing or circulation
- result in prone or supine floor restraint

D.ESCAL8™ do not teach or condone the use of pain as a means of gaining compliance in any circumstances. Our courses are based on the overriding importance of building positive relationships with those we work with, and reducing the use of restrictive practices.

D.ESCAL8™ has a Code of Conduct which reflects the standards we expect from all those that work with us; either employed or under license.

D.ESCAL8™ have taken the pledge of the Restraint Reduction Network and encourage others to do so.

D.ESCAL8™ have refused to teach more restrictive practices in the past and will continue to do so. To educate and promote restraint reduction we will risk assess restrictive physical interventions we are commonly asked to teach to be able to demonstrate that these are high risk to the service user and do not promote positive, supportive relationships.

If a commissioning organisation requests any such interventions or practices we will offer safer, more

effective methods that will result in positive relationships with service users; standing by our values at all times.

All physical skills will be independently risk assessed every two years by a suitably qualified independent professional. No skills will be altered or adapted without being fully risk assessed.

Welsh Government advice set out in 2005 stated that “under no circumstances, should any individual ever be restrained in a face down position”. D.ESCAL8 fully supports this position and under no circumstances would teach or condone the use of any floor restraint, prone or supine; it is these restraints that carry the most risks for individuals we are supposed to be supporting and have a duty of care.

D.ESCAL8™ will always place restraint reduction and the minimisation of restrictive practices above the need to to gain business by going against our values.

D.ESCAL8™ Senior trainers will maintain registration with the Disclosure and Barring Service (DBS) update service.

D.ESCAL8™ trainers will undertake Safeguarding training every two years. All trainers will understand safeguarding concerns, types of abuse and be aware of how to report them appropriately. Any concerns observed in training or in services will be reported as per our Safeguarding Policy.

The Director of D.ESCAL8™ will review all course content, policies and guidelines at least annually to ensure they reflect best practice and meet national, service-specific and regulatory guidelines and standards.

D.ESCAL8™ have a clear and transparent Complaints and Concerns Policy that is made available to all;

- via our website,
- as part of the commissioning process and
- as part of the training process.

We have clear timelines and procedures outlined in an easy to read format. An accessible ‘How to Complaint’ leaflet is available for commissioners, participants, service users and their significant others; it can be requested at any time by any one.

Director of D.ESCAL8™ will talk to all associate trainers at least monthly to allow them to offload, debrief and gain supervision.

D.ESCAL8™ are privileged to be able to have close links support from a range of multidisciplinary professionals and will continue to use these as a source of information, knowledge, support and for peer reviews.

This Restraint Reduction Strategy is reviewed annually and is available to read on the D.ESCAL8™ website.

Strategy 2 : Performance Measurement

All course results will be monitored by the Director of D.ESCAL8™ - online course participant reports will be checked after each course to ensure participants are meeting the requirement competence to pass the course.

D.ESCAL8™ will ask all participants to complete an evaluation form at the end of each training course (anonymised, unless participants choose to include their name). These are then scored and the results added to the course report. All evaluation forms to be scanned and electronically sent to the

commissioning organisation.

D.ESCAL8™ send an evaluation form for commissioning organisations to complete this will establish any immediate benefits to the organisation and how the participants are presenting on return to their workplace. At the annual TNA and TCA review we will discuss and assess the result on restrictive practice reduction and identify areas that could be improved.

All associate/affiliate trainers working under license for their organisation will be assessed delivering a course on an annual basis to maintain standards and course consistency. They will be assessed according to the criteria laid out in the 'Rationale and Criteria : D.ESCAL8™ Trainer Assessment. All Affiliate organisations will be registered with BILD ACT.

Any adverse incidents that occur during training courses are recorded on the trainer's local Incident Form. D.ESCAL8™ trainers will record all incidents no matter how small, as well as 'near misses'. Incidents will be audited at least annually to determine any unknown risks in the physical skills taught, or in the teaching methods. Incident forms will inform the risk assessments of the physical skills.

D.ESCAL8™ training will assist staff to understand functions of behaviour and the importance of taking data on restrictive practice used / near misses / tertiary non restrictive and secondary forms.

D.ESCAL8™ expects that following our training courses staff will be better able to work with those in distress. We encourage commissioning organisation to record data on, as a minimum :

- The number of restrictive interventions
- The number of injuries to service users
- The number of injuries to staff

We encourage this to be reviewed / audited on a regular basis and shared with D.ESCAL8™. This can then be used as part of the TNA and used to inform on training needs.

It is equally important to record what prevention strategies work well for individuals to minimise the use of restrictive practices; these must be recorded and shared among staff groups .

D.ESCAL8™ will design a database to help services monitor restrictions in relation to Liberty Protection Safeguards and the use of less / least restrictive alternatives. We can then offer it to all purchasing organisations.

D.ESCAL8™ will engage in activities to learn the attitudes of participants on restrictive practices and restrictive physical interventions and how these are altered by training.

Strategy 3 : Learning and Development

'There is clearly a consensus in the literature that staff training is one of the most important factors that can influence the reduction of seclusion and restraint.'

D. Colton (2004)

D.ESCAL8™ Director, Des Cooke, will maintain Board Certified Behaviour Analyst registration and achieve the required CPD and supervision.

D.ESCAL8™ are fortunate to have support from a range of multidisciplinary professionals and will continue to use these as a source of information, knowledge, support and for peer reviews.

D.ESCAL8™ will ensure commissioning organisations agree to the required training updates, as per

the RRN Training Standards, for all appropriate staff.

Course content will be reviewed, and updated as necessary, on an annual basis. It must also be updated at any point new legislation or guidance requires it to be done; or any best practice recommendations from the RRN.

D.ESCAL8™ maintains close links with all purchasing organisations. Communication is ongoing with services asking for specific and general advice as and when they need it. Visits are made to services on request and phone support is always available; most services are presently grouped in the West Wales, Devon/Cornwall and Kent areas which makes keeping close links easier.

All D.ESCAL8™ trainers, both senior and associate/affiliate, are required to complete an online compliance document to acknowledge that they have received, read and understood policies, legislation and guidance. As well as, keeping up to date with course content and risk assessments, this system will ensure all D.ESCAL8™ trainers are working to the same standards and guidelines for quality control.

D.ESCAL8™ encourages lifelong learning. CPD is an important part of trainer development. CPD plans are to be made annually and all CPD undertaken is to be recorded on the online trainer CPD log. All appropriate CPD opportunities should be encouraged and shared with anyone who would benefit.

All associate/affiliate trainers working under license for their organisation will be assessed delivering a course on an annual basis to maintain standards and ensure course consistency.

Reflective practice is encouraged; the goal is to identify what went well, what could have been done better and what could be improved for the future.

D.ESCAL8™ will maintain certification with BILD ACT under the Restraint Reduction Network Training Standards, engaging with all assessments and updates.

Strategy 4 : Providing Personalised Support

The Human Rights Act, Mental Capacity Act, Equality Act and Deprivation of Liberty Safeguards are embedded in all D.ESCAL8™ training courses and reinforced throughout the course.

To ensure training is effective and supported at the appropriate management level in each commissioning organisation D.ESCAL8™ insist that prior to contracting training at least one senior member of staff participate in a course. This will help to instill a commitment to restraint reduction and make sure the type of training will be what the organization is looking for, and that they agree with our values.

D.ESCAL8™ promotes person centred planning and Positive Behaviour Support; and that any restrictive practice must be as minimal as possible. D.ESCAL8™ have a Best Interests Policy that we share with commissioning organisations if they do not have one of their own, as well as a Best Interests Checklist to ensure decisions are managed properly for the individual.

We expect and encourage commissioning organisations (our customers) to have their own Restraint Reduction Plan or Positive Behaviour Support Plan. To this end we offer our customers a template policy, 'Supporting Individuals in Distress', that they can adapt for use in their own service if they do not have a policy in place.

Individuals must have their own regularly reviewed and updated Behaviour Support Plans. It is important to record and share what works well in these plans as well as how to prevent and manage behaviours of concern; e.g. why do some staff have a better relationship with particular supported

individuals than others?

Throughout D.ESCAL8™ training courses we emphasise the importance of following policies and behaviour plans.

D.ESCAL8™ advocates that supported individuals and their significant others are actively involved, as able, in the review of behaviour plans after incidents of distress; collaboration and consent.

When planning and performing bespoke training for a service that supports a particular individual D.ESCAL8™ will always spend time with them in the setting in which they are supported. We will observe behaviours (their antecedents, behaviours and consequences) prior to designing a PBS plan and the required training; with the ultimate aim, as always, being the minimisation of restrictive practices.

D.ESCAL8™ aims to instill a 'Not winning' culture in the staff we work with, embedding understanding of control and counter control in order to reduce restrictive practices and restraint. Training will result in staff who are more resilient, more tolerant and have more positive relationships with those individuals that they support.

D.ESCAL8™ courses have trauma-informed course content and refer to and discuss ACE's. This can, of course, cause distress to participants and trigger past memories, feelings and bring strong emotions to the fore. The trainer will always forewarn participants of any emotional content, and make themselves available prior to the start of the course, during break times and at the end of each day to anyone who feels they need to talk or need support.

Strategy 5 : Communication and Customer Focus

D.ESCAL8™ agree with, and aim to reflect the following in our ethos and work:

'Not being listened to or feeling that you do not have a say or any control over what is happening to you, can be a frightening and distressing experience. Ensuring that social care workers are able to fully listen to individuals and their families and carers and enabling them to have the maximum control over their lives and support systems, is central to providing positive, effective person centred care.'

'Co-production is about developing equal partnerships between people, families, carers and professionals whereby everybody works together on an equal basis to create a service or come to a decision which works for them all. It is built on the principle that those who use a service know what works, so are best placed to help design it.'

POSITIVE APPROACHES: Reducing Restrictive Practices in Social Care Version 1, April 2016 Care Council for Wales

The aim is always to integrate service user choices at every opportunity, proactively creating opportunities from treatment planning to focus groups and surveys.

The full inclusion of peers and families will :

- *Promote cultural change through inclusion*
 - *Service delivery systems reform*
 - *Policy development & revision*
 - *Program design / re-design*
 - *Environment & physical design changes*

Huckshorn (2015)

It is imperative that D.ESCAL8™ have clear communication with commissioning organisations. To this end we need to have a named lead liaison in each organisation who is responsible for restraint reduction - this person is identified on the Training Needs Analysis and Training Curriculum Agreement.

This named individual together with a named senior trainer from D.ESCAL8™ are responsible for reviewing and updating the Training Needs Analysis at least annually. This review will then inform the Training Curriculum Agreement making sure that all content, including the physical skills to be taught remain current, necessary and relevant. This will make clear that only those physical skills taught on the course are permitted to be used in the organisation and only by those who have completed full training and deemed competent.

D.ESCAL8™ involves those with 'lived experiences' in the design of learning programmes and the types of restrictive practices that can be included that maintain the dignity of the individual so they feel respected by those supporting them.

We aim to seek out more individuals who are willing to share their experiences with us, and who can give an informed opinion of whether the physical skills we teach are humane, dignified and respectful; and how we could improve.

D.ESCAL8™ aim to educate all staff and organisations we work with in the importance of involving those we support, their families and significant others by :

- Having a commitment to providing service user and their significant others with information and choices
- Formally including them in developing the restraint reduction strategy
- Giving them the opportunity to provide feedback and evaluations
- Giving them the opportunity to participate in service reviews

D.ESCAL8™ believes in continuity of care and accessible information for staff and service users.

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D.ESCAL8™ - Restraint Reduction Strategy

We make our course booklets available on request and encourage course participants to share this with those they support and their significant others.

D.ESCAL8™ provides all purchasing organisations with the risk assessments for the physical skills taught in our courses. Our risk assessments include a full description of the movements (including all joint movements) with illustrations, as well as the degree of risk of injury in both the training arena and real world. Any physical skills identified for use in an individual's support plan should be made available to that individual that is supported and their significant others.

D.ESCAL8™ encourage organisations to ensure that best practice in restraint reduction focuses on the specific needs of individuals and ensures that the potential for discriminatory bias (e.g., as a result of age, gender, race, religion) in the use of restrictive practice is avoided.

D.ESCAL8™ training will increase the emphasis and promote the following values and strategies:

- Supported individuals must play a key role in making the 'house rules' in the places they live and the day services they attend
- Including supported individuals as advocates for restraint reduction in the services they access
- That supported individuals must be given the opportunity to offload and debrief after any episodes of distress
- Including supported individuals in the induction programmes for new staff

When D.ESCAL8™ has licensed any Affiliate Organisations we will investigate the feasibility of including supported individuals in the training delivery:

- could they co-deliver part of Day 1?
- Could they talk to the participants about their own lived experiences?

Strategy 6 : Continuous Improvement

D.ESCAL8™ are always seeking to improve practice and reduce restrictive practices with all we work with.

D.ESCAL8™ has a Quality Management System to monitor and audit performance, inform on practice and drive improvements.

D.ESCAL8™ will :

- Audit any complaints and concerns received annually
- Audit the number of incidents / injuries and 'near misses' on training courses, annually
- Evaluate feedback forms on a course by course basis and on an organisation basis to ensure we are meeting the needs of the different types of service employing us

The Director of D.ESCAL8™ will have at least one peer review annually and this will inform on teaching practices and course development.

D.ESCAL8™ will work with commissioning organisations and teach as part of our training courses that debriefing and analysis of incidents is essential to restraint reduction; either by managing events better or by avoiding the event altogether. The goal is to reduce the use of restrictive practices through knowledge gained from a rigorous debriefing process that analyses all restrictive events.

A chief goal is to attempt to mitigate the adverse and potentially traumatising effects of a restraint, or restrictive, event for involved service users, staff and any witnesses to the event.

D.ESCAL8™ have refused to teach more restrictive practices in the past and will continue to do so. To educate and promote restraint reduction we will risk assess restrictive physical interventions we are commonly asked to teach to be able to demonstrate that these are high risk to the service user and do not promote positive, supportive relationships.

D.ESCAL8™ will promote a culture of candour, honesty and openness, both in our company and with all those we work with. We will achieve this by :

- outlining this expectation in all our training
 - highlighting local safeguarding policies and whistleblowing policies
 - information regarding the appropriate regulatory / inspecting bodies (ie CQC, CSSIW, Estyn, Ofsted)
- having our Complaints and Concerns policy easily available / accessible

D.ESCAL8™ will engage in activities to learn the attitudes of participants on restrictive interventions and how these are altered by training.

Self Assessment

The Restraint Reduction Network states that, 'self-assessment is one of a number of helpful ways to enable an organisation to better understand its performance'.

Undertaking the Self-Assessment Checklist annually will inform D.ESCAL8™'s practice and help to identify performance that can be celebrated and shared, and to understand which aspects of performance are weaker or not fully implemented. Information gained from the process will be used for improvement and development plans.

The RRN's Reducing Restrictive Practices Checklist is a comprehensive self assessment tool adapted to be more training company specific and this will be used.

Review

This plan will be reviewed annually. The review will be based upon the self assessment and will include any new guidance and best practice recommendations.

References and Bibliography

David Colton, Ph.D. (2004) Checklist for Assessing Your Organization's Readiness for Reducing Seclusion and Restraint

An Evidence-Based Practice to Prevent Conflict and Violence in Inpatient and Residential Settings. Kevin Ann Huckshorn PhD, RN, CADC CPI Conference 2015 Restraint Reduction Network Conference Aston

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Violence and aggression: short-term management in mental health, health and community settings NICE guideline [NG10] Published date: May 2015