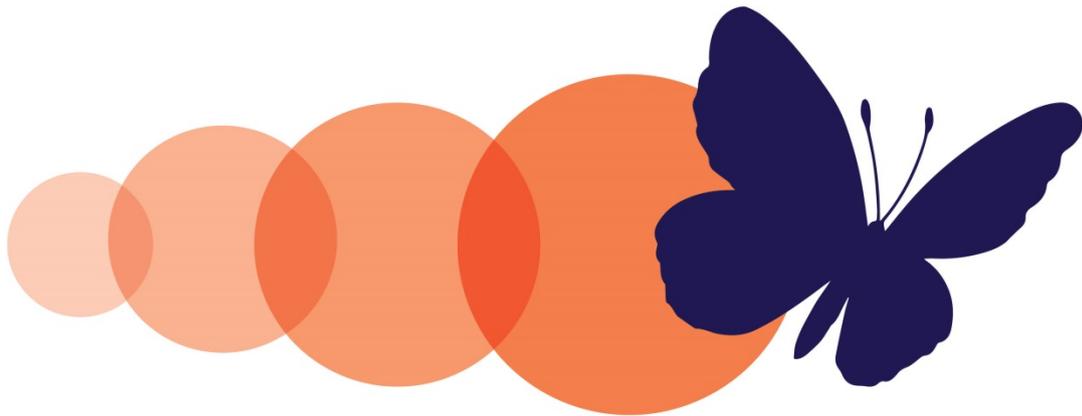




Positive and Safe Annual Report 2017/2018



Introduction

In 2014, the Department of Health published a report called “Positive and Safe”. This was to help people who provide services understand what they needed to do to reduce restraint and other restrictive practices.

Restraint means holding someone, or using medication or equipment, to stop people doing what they want or make them do something they don't want.

Restrictive practices are other things that staff might do to stop people who use services doing what they want.

Staff should only do these things to stop people hurting themselves or hurting other people.

“Positive and Safe” said all providers of support should think really hard to make sure they only use restraint or restrictive practices when they really need to. They said Providers should publish a report every year to let everyone know what they have been doing.

This is Milestones Trust's report.

What we do now

- Milestones Trust has a special group who work to make sure we think of other ways to keep people safe, and only use restraint and restrictive practices when there are no other alternatives. One of our Trustees is part of that group, alongside our Positive Behavioural Support Manager and our Director of Operations. This shows Milestones Trust takes this very seriously.
- The group collected figures about the use of restraint. It showed that restraint has only been used twice in the last 18 months to keep people safe from hurting themselves or others. This is because staff are really skilled at helping people be calm, and find better ways to solve their problems.
- We train all staff who may need to use restraint. Every year they are re-tested to make sure they can do this safely. We never teach restraints which are dangerous and the training we supply meets nationally agreed standards.
- The figures showed we support about 900 people. About 20 of those people are very frightened of medical treatment, like having blood taken. Staff work with doctors, families and the individual to find ways for them to be well, but sometimes they need medical help. When the person can't make the decision for themselves, people around them must make decisions in their best interests. This means that for these 20 people, there have been times when it has been in their best interests to have the tests done. Specially-trained staff

help with this, and sometimes must hold the person's arm so that the test can happen safely and quickly.

- Some people who have dementia or a learning disability may be frightened of personal care. This can put them at risk of real harm. Sometimes staff have to use safe holds to keep the person calm when they are having personal care. This is part of a best interest process as well. There have been four people in our Eldercare services who have needed this support.
- Everyone who may need restraint or restrictive practices to keep them safe has a plan to reduce the amount of restriction needed. Our figures show that these plans are working and people need less restriction now to have the tests or personal care.
- We have a team of people, led by our Positive Behavioural Support Manager. They are specially trained and work with everyone who is at risk of restraint or restrictive practices. They review and monitor everyone's support plans to make sure that people have as much choice and control as possible.
- This team now trains every new member of staff as well as anyone working with people who are at risk of restraint or restrictive practice.
- We know that restraint and restrictive practices can be more than holding people. Medication can be used to keep people quiet and stop them doing what they want. We have signed the STOMP pledge, to make sure no-one in Milestones services is prescribed medication they don't need.

What we will do next

- We will continue to monitor the use of restraint and restrictive practices.
- We will audit every service to see if there are any restrictions we do not know about.
- We will work on our STOMP action plan.
- We will identify Positive Behavioural Support champions in each key area.
- We will continue to roll out support following incidents, and will learn from them by using our Critical Incident review meetings
- We will make sure that all our information about Positive Behavioural Support is in plain English, and in formats that are more accessible.
- We will work with families, and will develop information for families, about restraint and restrictive practices.

For more information about our work to reduce restraint and restrictive practices, please contact Alan Nuttall, our Positive Behavioural Support Manager on **0117 9709300** or alann@milestonetrust.org.uk.