

## Working towards the elimination of restrictive practices in inpatient services

Partnering with a cohort of Victorian mental health and wellbeing services in the first phase of improvement work, the Mental Health Improvement Program (MHIP) is supporting inpatient units to eliminate the use of seclusion and restraint.

The MHIP team, part of Safer Care Victoria, supported 16 participating mental health inpatient units to reach an initial aim of reducing the use of seclusion and restraint by 20 per cent by April 2024.<sup>1</sup>

The MHIP works together with clinical and non-clinical workforce teams, supporting them to design and test improvements to their local practices. Teams at each service have explored ideas to help minimise restrictive practices and focused on making improvements in their services.

<sup>1</sup> Aim for reduction of 20 per cent at the aggregate level of participating inpatient units by April 2024.

### Building lasting change

A series of improvements – known as a change package – has been developed by participating services with the MHIP's support. These change ideas are based on global evidence and research aimed at eliminating restrictive practices.

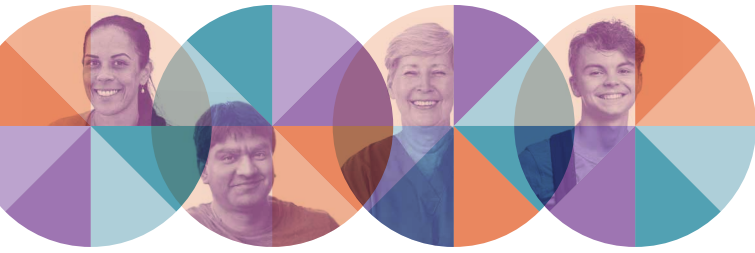
While this has helped to shape testing so far, participating services have also been able to prioritise changes to trial which are most relevant and impactful for their setting. MHIP provide on the ground coaching and support in improvement science methodology as well as connecting services with each other for improved collaboration. This support from the MHIP helps to build services capability and confidence for ongoing quality improvements.

Improvements to existing processes successfully trialled so far include the introduction of regular Safety Huddles where treating teams assess safety and risks, and plan proactive steps they can take to support consumers together with their families and carers.



**Sensitive  
content  
warning**

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## Strong lived experience voices to help shape the program

Ideas and improvements tested so far have included opportunities shaped by the voices of people from the Lived and Living Experience workforce.

Amanda McCartney, Senior Project Officer, MHIP, has supported Lived and Living Experience members in participating services to help build their change capability.

“ Lived and Living Experience voices are critical to the changes we are making. Their perspectives help ensure we can better support consumers, their families, carers and supporters, and allow for more choices and holistic support in the mental health and wellbeing experience in Victoria.

“ Equipping Lived and Living Experience workforce members with the foundations of successful improvement science and the ways to build lasting change in healthcare settings, helps us ensure all improvements are shaped by those who have first-hand experience.

## Change in action

### The regional experience

Jessica Johnson, Nurse Unit Manager from Albury Wodonga Health's Kerferd Unit, said they trialled new improvements that have had a positive impact on consumers and their workforce.

“ In the after-hours space, we've introduced an evening relaxation group and some weekend activities, like cooking and group walks, art and music, run by our nursing staff.

“ We've had positive feedback from consumers that these activities have been able to reduce the boredom of being in care on the ward and help them become more relaxed and ready for rest.

“ We've learned as we go, refining and adapting our ideas and really noticing the positive impact these changes have made for our consumers.

### The metro experience

At Mercy Hospital in Werribee, Diana Ristevski, Clinical Nurse Consultant, said they have begun to reduce seclusion episodes by more than 44 per cent, through implementing Reducing Restrictive Intervention Huddle.

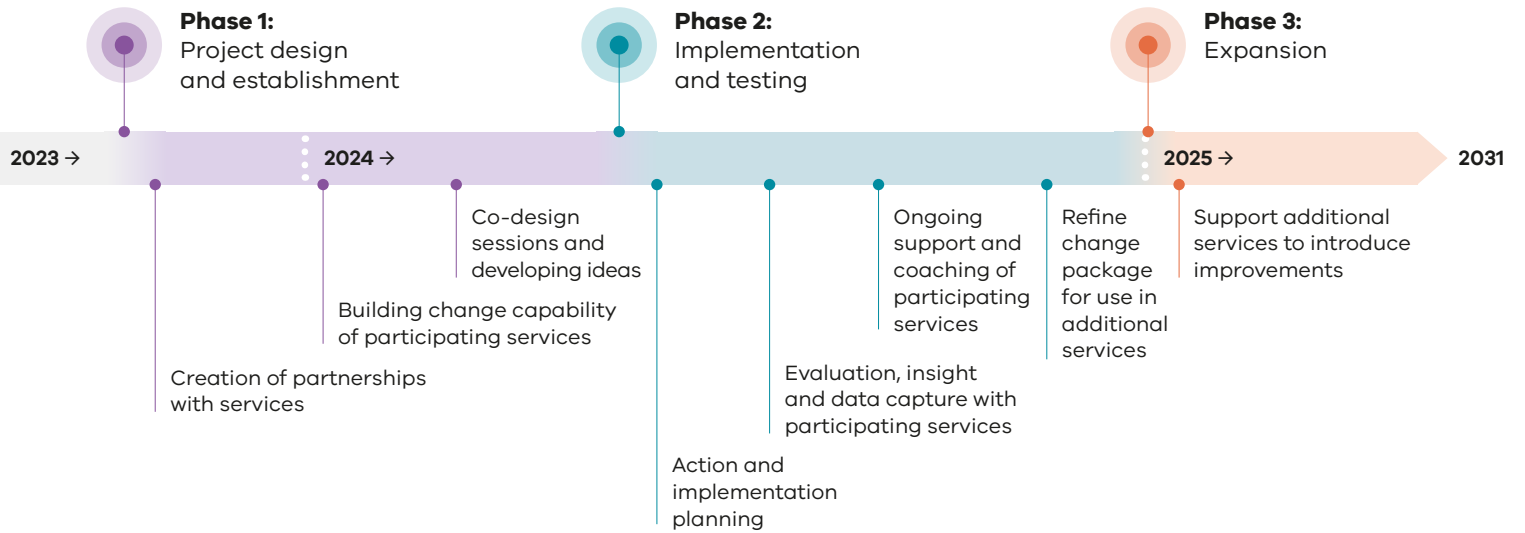
“ This is where key members of the multidisciplinary care teams meet to explore interventions to best support our distressed and agitated consumers in ways that don't rely on restrictive practices.

“ The other thing that has helped us, is having people with lived experience as key members in our implementation teams – helping us shape changes that give consumers more of a voice together with their treating teams.

## Expanding to more services

Collecting data and insight from the experiences of participating services is helping to shape the plan to further expand this initiative in more Victorian mental health inpatient services.

The work will continue in these services, while we build into the other mental health units across the state from 2025.



### Questions?

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Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  
© State of Victoria, Australia, Safer Care Victoria, August 2024 (2404737)

