

# Mental Health Improvement Program

MHIP IN ACTION



## Localising mental health and wellbeing reform Reducing restrictive practice

Western Health's Sunshine Mental Health and Wellbeing Centre is partnering with the Mental Health Improvement Program, part of Safer Care Victoria, to make lasting, impactful change to the experience of care and the quality and safety for those who access the services and those who work as part of it.

Lisa Murray a Clinical Nurse Consultant at the Mental Health and Wellbeing Centre said Western Health have partnered with MHIP to support them in reducing restrictive practice.

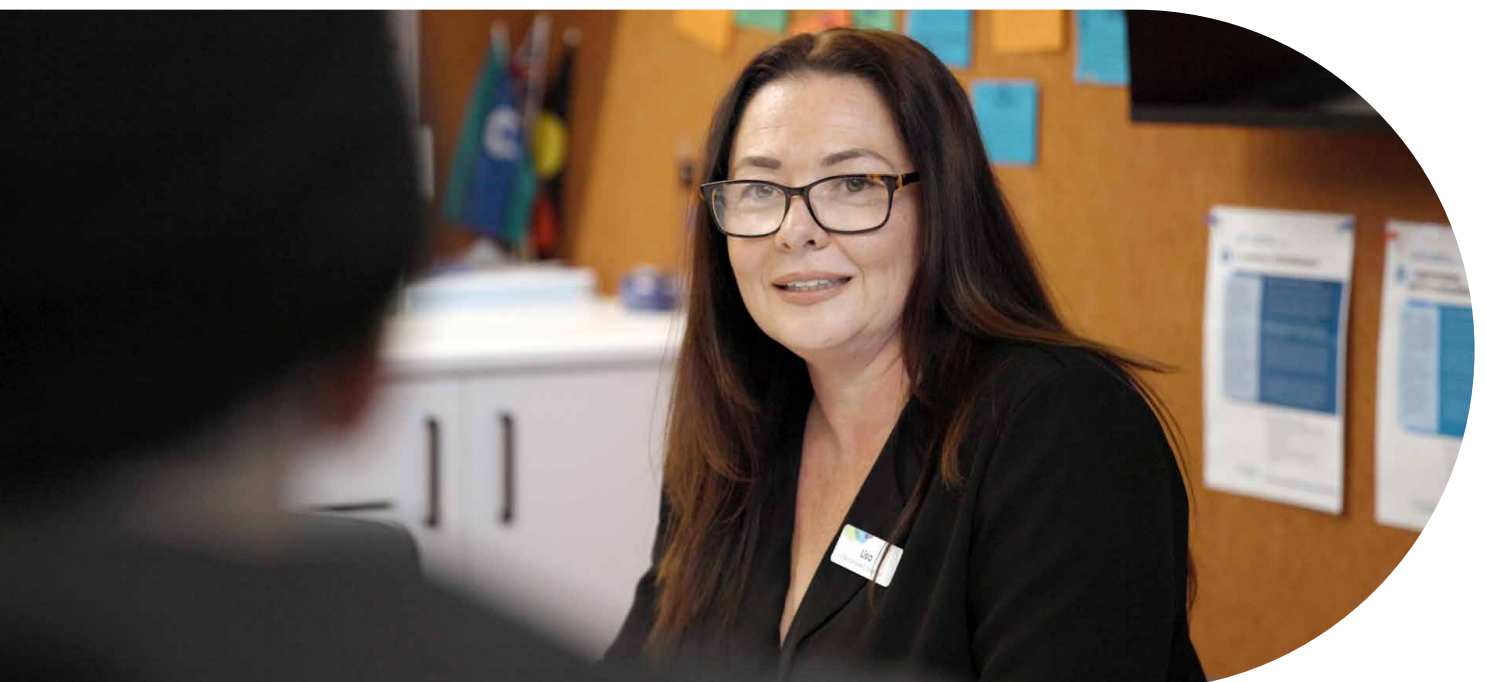
### Testing, Learning and Refining

'With MHIP's support, we focused initially on designing and testing a group program in our Intensive Care Area (ICA).

'We had feedback from consumers that they were experiencing boredom and lack of structure and activity during the day, in part because we can offer limited daily programs in ICA.

'The majority of our existing group programs, supported by allied health teams, operate in our General Care Area and so we needed to plan how we could best offer group programs in ICA while also ensuring safety for consumers and the workforce.

'With support from MHIP, we designed plans for introducing group programs in ICA.



**Sensitive  
content  
warning**

This publication may contain content about mental health that readers may find distressing. Reach out to Lifeline (13 11 14), Beyond Blue (1300 224 636), 13YARN (13 92 76) or Rainbow Door (1800 729 367) for support.

'Together with our allied health teams, we created teams made up of two allied health workforce and a Mental Health ICA response (MHICAR nurse) to run group programs. Having an ICA Nurse as part of the team helped to support our allied health workforce members to grow their confidence and capability in delivering programs in ICA.

'We made changes as we trialled various programs, and we have now successfully embedded group programs in all of our Sunshine Mental and Wellbeing Health Care Areas.

'We continually seek consumer feedback and adapt to the needs of the ICA, so we keep our group program flexible.'

## Improving for consumers and the workforce

'We trialled the implementation of a Clinical Review/ Care Plan, which helps to ensure a consumer is at the center of their care plan. Teams work with consumers to plan and prioritise care and support required during their stay and beyond.

'A Care Plan Meeting template was developed to assist the consumer to identify any areas of concern they have and support discussions with the mental health and wellbeing team supporting them.

'The plan is developed and documented in consultation with consumers and carers who are encouraged to be involved, and consumers receive a copy of the Care Plan.

'We sought feedback on our improvements, and it was received positively by consumers, who said they felt listened to, included and respected in the care plan process. Our workforce also supported the improved process.'

## Supportive environment

Western Health's Mental Health and Wellbeing Service has recently moved to a purpose-built space, the Sunshine Mental Health and Wellbeing Centre, which has three diverse Care Areas – Intensive, Medium and General.

Lisa said the new environment has offered them greater flexibility as they work with MHIP on improvements.

'The Centre has been designed to have greater flexibility in the space to meet the needs of our consumers in a least restrictive environment.

When we relocated to the new space, we did need to review the improvements we've been testing, to support the change in environment, increased amenities and resource requirements.'

“ We sought feedback on improvements, and it was received positively by consumers, who said they felt listened to, included and respected in the care plan process. Our workforce also supported the improved process.



### Questions?

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