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| **Policy** | Restraint will not be applied at the service.  If de-escalation or non-violent crisis interventions are not effective and no longer a safe option staff will:  http://www.writingwildly.com/uploads/4/3/6/6/4366763/5952066.png  **Call the Police on 111**  **&**  [**The mental health crisis service**](http://www.health.govt.nz/your-health/services-and-support/health-care-services/mental-health-services/crisis-assessment-teams) | | | |
| **Purpose** | This document provides direction and guidelines for the prevention of and safe response to service users that behave in a manner that are or have the potential to be unsafe. | | | |
| **Scope** | All persons providing a service to service users. | | | |
| **References** | | | | |
| **Legislation** | [Code of Health and Disability Consumers’ Rights 1996](http://www.legislation.govt.nz/regulation/public/1996/0078/latest/whole.html)  [Health and Disability Commissioner Act 1994](http://www.legislation.govt.nz/act/public/1994/0088/latest/DLM333584.html)  [Health and Disability Services (Safety) Act 2001](http://www.legislation.govt.nz/act/public/2001/0093/latest/DLM119975.html)  [New Zealand Bill of Rights Act 1990](http://www.legislation.govt.nz/act/public/1990/0109/latest/DLM224792.html)  [Human Rights Act 1993](http://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.html)  [Mental Health (compulsory assessment and treatment) Act 1992](http://www.legislation.govt.nz/act/public/1992/0046/latest/DLM262176.html) | | | |
| **Standards** | Health and Disability Services (Restraint Minimisation and Safe Practice) Standards NZS 8134.2:2008 | | | |
| **Guidelines and Information** | [Cultural Competencies](http://www.comprehensivecare.co.nz/wp-content/uploads/2013/03/Best-Practice-CALD-Cultural-Competency-Standards-Framework-Jun13.pdf)  [Reducing Seclusion and Restraint](https://www.tepou.co.nz/initiatives/reducing-seclusion-and-restraint/102)  [Sensory Modulation](https://www.tepou.co.nz/initiatives/sensory-modulation-research--now-and-into-the-future/207)  [Defuse an argument](http://www.wikihow.com/Defuse-an-Argument)  [SAMHSA Roadmap to Seclusion and Restraint Free Mental Health Services](http://store.samhsa.gov/product/Roadmap-to-Seclusion-and-Restraint-Free-Mental-Health-Services-CD-/SMA06-4055) | | | |
| **Organisational Documents** | Adverse Event Management  Workforce Development and Training  Abuse and Neglect  Consumer Rights During Service Delivery | | | |
| **Definitions and Practices** | | | | |
| [**Enablers**](http://www.careerforce.org.nz/wordpress/wp-content/uploads/WB26976v2.pdf)  **(are not restraints)** | | Equipment, devices or furniture that limits normal freedom of movement with the intent of promoting independence, comfort and/or safety. The strategies are voluntarily used by the service user. | | |
| **Approved enablers** | | |
| Enabler | Approved Use | Approved by |
|  |  |  |
| [**Restraint**](http://www.careerforce.org.nz/wordpress/wp-content/uploads/WB26976v2.pdf) | | Restraint is part of a comprehensive risk management intervention. It can only be applied if there is a clinical rationale and oversight.  Restraint can only be used in the context of ensuring, maintaining, or enhancing the safety of the service users, staff or others. | | |
| **Personal restraint** | | Staff using their own body to intentionally limit the movement of a service user. | | |
| **Physical restraint** | | Where a service provider/staff uses equipment, devices or furniture that limits a service users normal freedom of movement. | | |
| **Environmental restraint** | | Where a service provider intentionally restricts a service users access to their environment. Such as locked doors. | | |
| **Chemical restraint** | | The inappropriate use of medication to render the service user incapacitated. This is not allowed under the Standard: NZS8134.2.2008. | | |
| **[De-escalation/](http://www.crisisprevention.com/Resources/Knowledge-Base/General/De-escalation-Techniques)**  **[non-violent crisis intervention](http://www.crisisprevention.com/Resources/Knowledge-Base/General/De-escalation-Techniques)** | | De-escalation/non-violent crisis intervention is an interactive process (using specific strategies) in which an agitated or upset service user is re-directed form an unsafe course of action towards a supported and calmer emotional state. | | |
| [**Seclusion**](http://www.health.govt.nz/publication/seclusion-under-mental-health-compulsory-assessment-and-treatment-act-1992) | | Where a service user is placed alone in a room or area, at any time and for any duration, from which they cannot freely exit. Seclusion can only be used if there is a **legal** basis for this intervention. | | |

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| **Principles and processes supporting a restraint free environment** |

**Activities**

**Relationships**

**Physical Environment**

* Choice of activities.
* Maintaining the service users’ routine activities.
* Facilitating optimal wellness.
* Healthy living programmes – please contact your local [PHO](http://www.healthpages.co.nz/health-a-wellbeing-services/primary-health-organisations) to find out what programmes are available in your local area.

Attending to service users’ individual needs (examples):

* Enough space.
* Quiet space.
* Individual space.
* Spaces to meet others.
* Private space.
* [Sensory modulation](https://www.tepou.co.nz/initiatives/sensory-modulation/103).
* Choice of key worker.
* Honouring the service users’ right to company.
* Supporting the maintenance of family and support relationships.
* Engaging an [advocate](http://advocacy.hdc.org.nz/find-an-advocate).
* Providing [recovery focussed services](http://www.tepou.co.nz/library/tepou/lets-get-real-overview).
* Engaging peer support.
* Provision of cultural supports.

**Service provider behaviours**

**Manager/staff**

The organisation will:

* Provide an emotional/spiritual safe space for service users.
* Not abuse their power by
  + not keeping arrangements
  + using punishment to manage behaviour
  + giving mixed messages
  + unreasonably withholding information
  + refusing to answer question
  + emotional outbursts
  + undervaluing, criticising or mock.
* Implementation of the service users’ rights related policies and procedures.
* Implementation of the organisational values.
* [Implementation of Values informed practice.](https://www.tepou.co.nz/resources/values-informed-practice/801)
* Implementation of ‘[Let’s get Real’](http://www.tepou.co.nz/supporting-workforce/lets-get-real)

**Interventions and processes supporting a restraint free environment**

**Training**

**Assessment**

**Planning**

Staff have:

* De-escalation training.
* Risk management/safety training.
* Consumer rights training.
* Sensory modulation training.
* [Trauma informed care](https://www.tepou.co.nz/resources/trauma-informed-care-workshop-resources/226) knowledge.
* [Training in recovery approaches.](https://www.tepou.co.nz/initiatives/lets-get-real/107)

Service users will participate in and determine all aspects of service delivery such as:

* Wellness plan.
* Relapse prevention plan.
* Safety plan.
* Collaborative records/notes.
* Advanced directives.

Service users’ assessments include:

* Triggers.
* Early warning signs.
* Cultural protocols.
* Risks.
* Strengths and resilience.
* Previous successful de-escalation strategies.
* Utilisation of resources.

**Documentation**

**Monitoring/Evaluation**

**Implementation**

All de-escalation events and emergency calls to the police/crisis service will be documented on the Adverse Event Report.

De-escalation interventions will be reviewed each time they are applied for:

* Effectiveness.
* Client perception.
* Safety.
* Relevancy.

De-escalation interventions will be implemented as soon as early warning signs/ trigger responses or distressing/risky behaviour occurs.

Strategies discussed with the client and documented in the plans will be implemented.



# Consultation

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| Group/Role | Date |
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