

Easy Read



Llywodraeth Cymru  
Welsh Government

# Rules about Restrictive Practices and using them less

We want to know what you think



This is an easy read version of Welsh Government's **'Reducing Restrictive Practices Framework: A framework to promote measures and practice that will lead to the reduction of restrictive practices in childcare, education, health and social care settings.'**

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# How to use this document



This is an easy read version. The words and their meaning are easy to read and understand. You may need support to read and understand this document. Ask someone you know to help you.

Some words may be hard to understand. These are in **bold blue writing** and have been explained in a box beneath the word. If the hard word is used again it is in **normal blue writing**. You can check what it means on page 28.



Llywodraeth Cymru  
Welsh Government

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This document was made into easy read by **Easy Read Wales** using **Photosymbols**.

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# What does Restrictive Practices mean?



**Restrictive practices** are ways of stopping people from doing what they want to do. Or controlling people.

There are different types of **restrictive practices**:



- **Blanket rules.** This is when people get treated the same. For example when everyone has to go to bed at the same time.



- **Observations.** This is when staff watch people they are supporting. They may be trying to keep them safe. But it stops the person having privacy.



- **Restricted access to items.** This is stopping people from using something that may cause danger. For example cleaning products.



- Moving something that belongs to a person to stop them doing something. For example moving a walking stick to stop them walking.



- Putting pressure on someone or shouting at them to do something.



- Watching people on cameras and stopping them from having privacy.



- Holding people to stop them from doing something.

# About this document



This document is a list of rules. These rules are to make sure **restrictive practices** are only used when they should be.



We would like to know what you think about them.



When you have read this document please answer the questions in the response form.



**Restrictive practices** should only be used to keep people safe. And the person should have a say about them.

Organisations that use **restrictive practices** must think about 3 things:



1. Only use **restrictive practices** when it is important. And make sure people are given their rights.



2. Ask people what they think.



3. Make sure there are clear plans for using **restrictive practices**. And that staff are trained to use them properly.

## Why these rules have been made



We want to make sure people who use **restrictive practices** work in the same ways.



The rules should follow important laws. For example laws about human rights.



The rules are to help organisations work in the best ways.



When organisations get **inspected** we will check to see if they are following these rules.

**Inspected** means closely checking how services are run.



These rules are for children and adults who get care and support.



# 1. Human Rights



**Human rights** are the basic rights that everyone should have.



All people should be treated fairly and with respect. They should be able to make choices.



An example of **restrictive practice** is **restraint**.

**Restraint** is when people are stopped from moving. And are not free to move.



You could be **restrained** using medicine that makes you sleep. This is called **chemical restraint**.



You could be stopped from going out with other people. This is called **social restraint**.



If **restraint** has to be used it must be in the best way possible for the person.



And it must be used in the smallest way it is needed.



It is better to find other ways of solving problems than using **restrictive practices** or **restraint**.



**Restraint** must never be used to punish someone. Or to embarrass them. Or to make them look bad.



You must think about the needs of the person when **restrictive practices** have to be used.

When organisations use **restrictive practices** they must:



- Make clear plans for how to use them



- Make sure staff know how to use them



- Make sure staff know the law and about people's rights.

## 2. Positive Behavioural Support



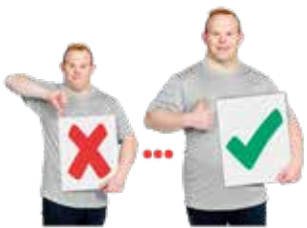
**Positive Behavioural Support (PBS)** is about understanding why a person behaves in a challenging way.



There is usually a reason or problem that causes someone to behave in a challenging way. **Positive Behavioural Support** tries to sort out the problem.



This type of support can help lower **restrictive practices**. It helps to work with people in the best ways.



This type of support helps improve lives. Because people do not have to behave in challenging ways so much.



It is about putting the person first and making sure they have their rights.



It asks people what they think. Including family and friends.



If someone has to have **restrictive practices** they should be **assessed**.

**Assessed** means checking a person's needs and finding out about them to understand their behaviour.



Things like **Positive Behaviour Support** should be put in place to help.



Staff who are using **Positive Behaviour Support** should be trained properly. And supported well.



The rules for using **Positive Behaviour Support** in an organisation should be checked often.

### 3. How to use less restrictive practices

There are things organisations can do to help use less restrictive practices:



- Write down information about the **restrictive practices** being used.



- Ask people what they think and train staff.



- Support people after the **restrictive practices** have been used. And look into what happened.



Sometimes **restrictive practices** can become the normal way of working.



It is really important that organisations check this does not happen.



Everyone in organisations should know about how to use **restrictive practices**.



And everything to do with them should be written down.



The ways they are used in an organisation must be checked often.



Somebody in the organisation should be in charge of checking how **restrictive practices** are used.



Some staff could help make sure everyone in the organisation understands **restrictive practices**.



**Restrictive practices** can be stressful for staff too. Support should be given to them.



Laws must be followed about keeping people safe. This is called **Safeguarding**.



People should know how to complain or say they are worried about **restrictive practices** being used in the wrong ways.



Information about using **restrictive practices** must be kept and checked. Staff must be trained on how to write down information properly.



Everybody should be able to see this information.



But people must agree to having their information written down.



Injuries caused by **restrictive practices** or **restraints** must be written down and reported.



# Staff training



Staff should have training on the different ways of working that help lower the need to use **restrictive practices**. For example, **Positive Behaviour Support**.

The training should cover things like:



- Understanding people's behaviours.



- Understanding the difficult life issues people have been through.



- Rights.



- Putting people first.



- Support that helps **well-being**.

**Well-being** is anything to do with your health and happiness.



Sometimes 1 of the first things staff learn is how to **restrain** people. This is wrong and must change.



People who get support should have a say about what is in the training. And get involved.



It is really important that staff understand what it feels like for someone to be **restrained**.



Organisations should make sure **restrictive practices** are talked about a lot. For example during team meetings.



Managers need to keep making sure staff understand it properly.



All staff must be trained properly in things like using **restraint**.



Training must be about supporting each person in the right way.



People who get support should be fully involved in planning their support. And their families.



Everyone who works with the person needing support must understand their plan.



People should say whether staff are allowed to use **restrictive practices** with them or not.



For some people this might be through an **advanced directive**.

An **advanced directive** is when someone writes down what they want before something has happened.



Children and families should be supported to understand restrictive practices. In ways that are helpful to them.



Sometimes children and adults can get help from someone to speak up for them. This is called **advocacy**.

## Supporting people after restrictive practices have been used



People say that things like **restraints** can be very upsetting. And cause bad memories.



Staff can also find these things stressful.



The organisation needs to think about how to support people after **restrictive practices** are used.



They need to think about the **well-being** of the people involved.



And think about what happened and what can be learnt.



Sometimes people may need support for a longer amount of time. And want someone to talk to like a therapist.



When someone will have **restrictive practices** used on them there should be clear plans about it in their personal plan.



The plans should always be checked. We should look into how to use **restrictive practices** less in the future.

## 4. How to use restrictive practices



Restrictive practices should be used as little as possible.



When restrictive practices are used the rules must be followed.



The organisation must have rules in place to show how to use different types of restrictive practices. The rules should:



- Talk about human rights and laws



- Talk about the different types of restrictive practices



- Make it clear how to use them. And make sure everyone understands them.



- Make sure everyone knows not to use some types of **restraint**.



- Look at safety.



- Tell everyone what needs to be written down.



- Make sure everything written down can be checked. For example at **inspections**.



- Talk about getting people to say staff are allowed to use **restrictive practices** or not.



A type of **restrictive practice** is **seclusion**.

**Seclusion** is when someone is kept away from other people. For example being made to stay in their bedroom.



If an organisation uses **seclusion** there must be very clear rules about it. And everyone must understand the rules.



Sometimes people need to be alone to get away from other people or noise. This is not a **restrictive practice** as it is a choice.



Organisations should make sure they have quiet spaces like this for people.



But people are free to use them when they want to. They must not be locked spaces.



You should not use **seclusion** in any social care setting or children's services.





**Seclusion** might be used in an emergency in a school.



You should not use a **restraint** that means a person is face-down unless it is really important.



Or if the person chooses this type of **restraint**.



It must be agreed by managers.



Someone must check on the health and **well-being** of the person being **restrained**.



And you must think over what happened straight after to check it was used properly.



There are types of equipment that can be used to **restrain** people. These should not be used unless it is very important.



Staff must be trained to use them and write everything down.



Any **restraint** should only be used if it is really really important. For example if a person is in danger.



The least amount of force must be used. And for the least amount of time.



They must never cause pain on purpose.



Any **restrictive practice** must be used in a way that is right for each person.



Some people may be at more risk because of things like their age or health.



A doctor should be asked for advice to see if there is a risk.



People's personal plans should say who must be told if **restrictive practices** are used. For example their family.

# Hard words

## Advanced directive

Advanced directive is when someone writes down what they want before something has happened.

## Assessed

Assessed means checking a person's needs and finding out about them to understand their behaviour.

## Inspected

Inspected means closely checking how services are run.

## Positive Behavioural Support (PBS)

Positive Behavioural Support (PBS) is about understanding why a person behaves in a challenging way. There is usually a reason or problem that causes someone to behave in a challenging way. Positive Behavioural Support tries to sort out the problem.

## Restraint

Restraint is when people are stopped from moving. And are not free to move.

## Restrictive practices

Restrictive practices are ways of stopping people from doing what they want to do. Or controlling people.

## Seclusion

Seclusion is when someone is kept away from other people. For example being made to stay in their bedroom.

## Well-being

Well-being is anything to do with your health and happiness.