

Our Ref: NG/RM/25014
Date: 28th January 2025

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 10th January 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

I understand from the CQC's registration directory, and your website, that you operate one or more 'Mental Health units', defined by the Mental Health (Use of Force) Act 2018, and that one or more of these units is either providing mental health inpatient services for people with Learning Disabilities, or sometimes accommodates people with Learning Disabilities as part of a wider adult Mental Health Services.

Request 1.

Following a previous FOI for 'restraint policies', please provide any adaptations of restraint-related policies, or procedures, for people with Learning Disabilities, e.g. easy read guidance. We are particularly interested in sourcing good practice in how people with Learning Disabilities are supported when they come into NHS Mental Health units.

In terms of easy read, prior to admission easy read information about the service is shared to help the person know what to expect. This includes pictures of the ward environment and the staff and information about the routines.

On admission patients are given easy read information relevant to their individual circumstances e.g. the section of the Act they are detained under, their rights and how to complain. They are introduced to their core team and are also given easy read information about any medications they may need. Many of these items are available via www.easyhealth.org.uk.

North Staffordshire Combined Healthcare NHS Trust is also proud to be the first Trust in the UK to embed the Moulster and Griffith Nursing Model, Easy Read care plan template onto our electronic record and we were Finalist in the 2022 Nursing Times Awards for this success. This enables us to ensure that people are engaged with to develop and review person centred, individualised, easy read care plans. This template is utilised by all of our learning disability services to support with consistency and coproduction and is currently being adopted as Trust Standardised MDT care plan template when supporting people with a learning disability.



Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
www.combined.nhs.uk

Follow us on Twitter: @CombinedNHS
Follow us on Facebook: www.facebook.com/NorthStaffsCombined



The Trust also offer the 'Keep Me Safe, Treat Me with Respect' brochure. This guide, co-produced by Crisis Prevention Institute (CPI), service users, and service staff, provides an easy-to-read overview of restrictive interventions. It has been distributed to all staff attending the safety interventions course and is also available to all patients.

Please see Appendix 1 attached.

Request 2.

Please could you list the 'Mental Health units' as defined above, which provide treatment to people with Learning Disabilities, either exclusively, or as part of wider adult services.

Assessment and Treatment Unit exclusively for learning disabilities. However, all the Trust's inpatient units provide care for people with LD if secondary to their Mental Health or other specialist need.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance

Keep Me Safe, Treat Me With Respect

An easy read guide on the use
of restrictive interventions

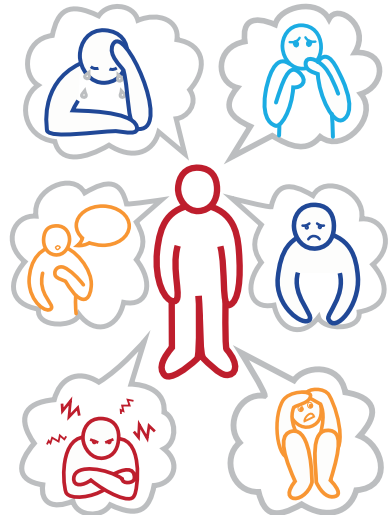
Introduction

- If a restrictive intervention is used when you are distressed, you need to have the facts about the help and support that you receive.
- This guide provides facts that you, your family, or others may need to know.
- If you are distressed, staff need to keep you safe. They can use restrictive interventions as long as they do not breach your human rights.
- Use this guide to talk about how the use of restrictive interventions may affect you.



What happens if you become distressed?

- Behaviour is what we say and do. It's how we communicate.
- When people are scared, anxious, upset, alone, or angry, these feelings can lead to a loss of control. We call this distress behaviour.
- We know that sometimes, distress is unavoidable.
- When people become very distressed and lose control, they can hurt themselves or others. Staff then have a duty of care and may use restrictive interventions to keep everyone safe.



What are restrictive interventions?



These are the actions staff are allowed to use to limit or restrict your liberty when you are distressed.

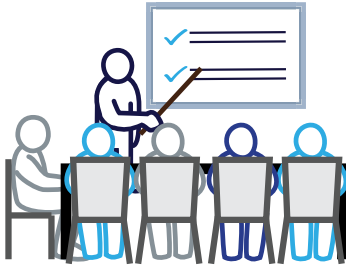
The four types are:

- **Physical:** when physical contact is made to limit or prevent your movement.
- **Chemical:** when you are given prescribed medication to reduce your distress.
- **Environmental:** when you are confined to a designated room or area to keep you away from others or to stop you leaving.
- **Mechanical:** when a device (e.g., a belt or cuff) is used to limit or prevent your movement.

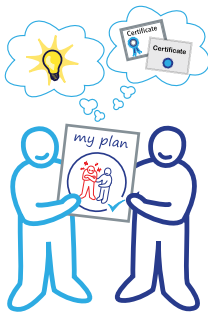


Staff will do everything to make sure the help and support you receive does not include restrictive interventions. If they do happen, it will be by exception.

What training do staff receive?



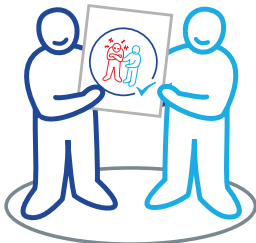
- Staff are highly skilled and experienced. They are trained to understand the causes of distress behaviour and to use a range of strategies so your distress doesn't increase.



- Staff are trained to help you manage the things that cause your distress. They can agree the help and support that you need. Then restrictive interventions can be avoided.



- If your distress behaviour causes harm, staff are trained to use restrictive interventions.

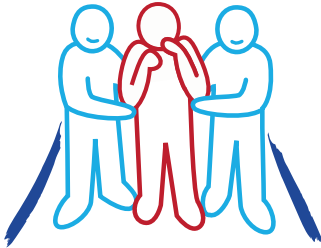


- Staff are trained to use the right approach for you. Staff will agree if any restrictive interventions are necessary to keep you safe.

When can staff use restrictive interventions?



- Staff are permitted to use restrictive interventions to keep you safe as long as they do not breach your human rights.



- Restrictive interventions should be:
 - A last resort
 - Least restrictive
 - Used for the shortest time possible
 - Used to maximise safety and minimise harm

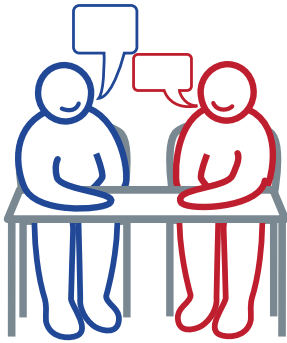


- Restrictive interventions should feel safe. They shouldn't cause pain or injury. They should never be used as a punishment or to enforce rules.

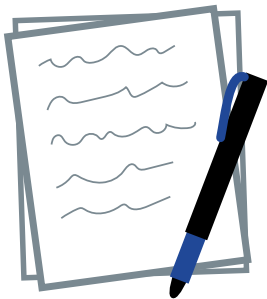


- If staff use restrictive interventions, they will always treat you with respect, dignity, and kindness.

What should happen after a restrictive intervention has been used?



- Afterwards, someone should stay with you to make sure you are OK.

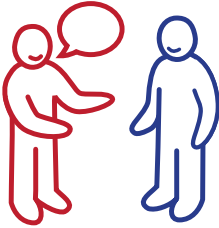


- Staff will record what happened.

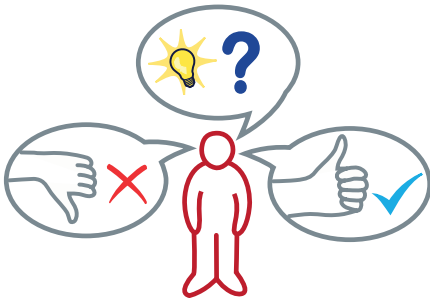


- Talking helps everyone to think about improving your help and support. Then restrictive interventions can be avoided in the future.

What if I want to complain about the use of restrictive interventions?



- A member of staff is always there to listen.



- You have a right to question staff about the use of restrictive interventions.
- You have the right to complain if you feel restrictive interventions have been used in a way you think was unacceptable.



- If you are unsure who to speak to, you can seek additional help from an advocate. Advocates can get the information you need and make sure your rights are maintained.

Contact us by:



enquiries@crisisprevention.com



crisisprevention.com

CPI would like to thank the REACH Project, ASIST Advocacy Services, and people with a lived experience of restrictive interventions who helped in the production of this easy read guide.

