

CASE STUDY: LEAST RESTRICTIVE PRACTICE IN CARE HOMES

LANCASHIRE AND SOUTH CUMBRIA INTEGRATED CARE BOARD

Context: Lancashire and South Cumbria Integrated Care Board (ICB) commissioned Aqua to support two care homes in helping to increase least restrictive practice in dementia care settings, particularly around challenging behaviour. The aim was to develop a package of support that could be spread to other homes across Lancashire and the wider ICB footprint. Working with the safeguarding leads across the NHS and local authority in the monitoring and delivery of this work was fundamental.

What We Did: Working with two large homes with beds at 90+ across dementia nursing and dementia plus, we delivered learning events on least restrictive practice, trauma informed care and personalised approaches to care.

These events consisted of face-to-face improvement coaching to identified teams in the care homes. The teams collected data via safety crosses and heat maps which helped to identify patterns and trends. Staff would then identify and test potential solutions. The same work was also carried out with a third home in Preston under consultancy. We met the ICB and local authority on a regular basis, and the safeguarding specialist attended the coaching session.

Impact: One of the care homes has seen a reduction in incidents of approximately 40% within the six month programme, and the second care home has seen 50% of teams showing a reduction in incidents.

The teams will be continuing with the data collection approaches. One of the care homes has seen an improvement in the retention of staff and an improvement in team working. Staff have changed their approach to challenging behaviour, focusing on being personalised - whether it's personal care, mealtimes or incidents of distress.

PROGRAMME FOCUS

Personal
Care

Mealtimes

Observations

New
Admissions

Individual
Residents

Environment

“ ———
The programme has encouraged a ‘thinking outside of the box’ approach and to consider the individual. I feel it has made us think about the response the residents have in line with our actions.
————— ”

Joanne Hadfield
Head of Clinical Governance
Dovehaven Lodge

For further details about this piece of work, or to discuss how we can support you, please get in touch:



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