

Mental Health Safety Improvement Programme

Change story: Reviewing the ban on WiFi at Prospect

Programme aim:

- To reduce restrictive practice by 25% in mental health, learning disabilities and autism inpatient services by testing and scaling the reducing restrictive practice [change package](#)

What problem were you trying to solve?

- We wanted to prevent restrictive practice by tackling sources of frustration which can lead to unnecessary incidents.
- One common source of frustration on the ward was blanket restrictions such as the ban on the use of Wi-Fi after midnight. The signal on the unit was limited which meant people effectively did not have internet access after midnight.

What did you do?

- We discussed the blanket restriction at a community meeting with staff and patients.
- We agreed to test lifting the ban on the use of Wi-Fi after midnight.
- The idea was welcomed by staff and patients.

How did it go?

- Lifting the restriction was positively received by patients and staff alike.
- Staff have not had to respond to incidents caused by the ban on WiFi since.

What did you learn?

- It was recognised that while the initial rationale was to improve sleep patterns, this is not what people would do outside the ward and it was creating an artificial restriction which did not prepare patients for discharge.
- Discussing ideas with patients at the community meetings can generate momentum.