

# CLAHRC BITE

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A bite-sized summary of CLAHRC research: Co-production in the PROMISE study



*“I liked the balance of listening to staff and opportunity for us to share our feedback & ideas”*



**Who:** Service users with lived experience of mental health challenges, personal experience of restraint use and /or had witnessed restraint use, worked with researchers and NHS Trust\* staff to inform the design, delivery and implementation in PROMISE.

**What:** PROMISE (‘PROactive Management of Integrated Services and Environments’) comprised different elements of work, and centred on core values of caring responses to distress, courage to challenge decisions and co-production of novel solutions in the delivery of acute mental health care.

**Why:** The qualitative study helped to understand restraint use from the perspectives of both staff and service users, and provided the evidence base for key proactive care initiatives being implemented in the Trust\*.

\*Cambridgeshire and Peterborough NHS Foundation Trust (CPFT)

## Background:

This qualitative study is part of the PROMISE ('PROactive Management of of Integrated Services and Environments') project initiated in 2013. PROMISE's overall purpose was to reduce the use of restraint in Cambridgeshire and Peterborough NHS Foundation Trust (CPFT) and create a framework for supporting staff and services users on the journey of reducing restraint.

In 2014, guidelines issued from the Department of Health in the "Positive and Proactive Care: reducing the need for restrictive interventions" document set out the expectations for services, but there was very little evidence or direction on how services should achieve these. Using the expertise and wisdom of service users and staff, this qualitative study aimed to bridge the knowledge gap. More specifically, it aimed to:

- Increase understanding of subjective experiences of restraint from service users and staff
- Capture the service users' and staffs' suggestions for how to reduce restraint
- Explore understanding and views of proactive care from both perspectives

13 patients and 22 staff who had direct experience of and/or had witnessed restraint use in the Trust took part in 1:1 semi-structured interviews with the research team.

## Service User Advisory Group (SUAG) involvement:

The first SUAG was set-up in 2015 and comprised service users who had experienced restraint in a CPFT inpatient ward. Their co-production work with the researchers enhanced the ethics application, improved study documents and helped create a meaningful and sensitive interview guide for use with participants.

A second SUAG (established in 2016) gave the project an overall steer, and comprised service users with lived experience of mental health challenges. Their work contributed significantly to the service development work and they advised on the design of a research proposal to further extend PROMISE.

Proactive care measures have been introduced across the Trust informed from suggestions made by the SUAGs, including 'homely' touches on wards such as putting a clock on the seclusion room wall and using soft furnishings in communal spaces.

Due to the positive impact of the SUAGs' involvement, CPFT has agreed to continue funding the group to support similar initiatives going forward.

## References

- Department of Health. *Positive and Proactive Care: reducing the need for restrictive interventions*. 2014.
- Wilson C, Rouse L, Rae S, & Kar Ray M. Is restraint a 'necessary evil' in mental health care? Mental health inpatients' and staff members' experience of physical restraint. *International Journal of Mental Health Nursing*. 2017. 26(5): 500-512.
- Wilson C, Rouse L, Rae S, & Kar Ray M. Mental health inpatients' and staff members' suggestions for reducing physical restraint: A qualitative study. *Journal of Psychiatric and Mental Health Nursing*. In press.

## What is NIHR CLAHRC East of England?

The National Institute for Health Research (NIHR) Collaboration for Leadership in Applied Health Research and Care (CLAHRC) East of England is a five year programme of applied health and social care research which focuses on the needs of people with complex problems, often vulnerable, when multiple agencies are involved in their care: young people, frail older people, those with dementia, learning disabilities, acquired brain injuries or mental ill health.

The CLAHRC East of England collaboration encompasses some thirty-six organisations, with research hubs in the Universities of Cambridge, Hertfordshire and East Anglia working closely with individuals and organisations involved in the whole care pathway.

Service users and carers are at the heart of what we do, in parallel with an ambitious public health research programme.

Co-production and collaboration at all stages of the research process are fundamental to making a positive impact through applied health research.

### For more information about PROMISE

Web: <http://www.clahrc-ee.nihr.ac.uk/2016/07/8095/>

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