



Llywodraeth Cymru  
Welsh Government

## **Reducing Restrictive Practices Framework, 2021**

The Welsh Government wants to make sure that children and adults in Wales are listened to, are involved in decisions that affect their lives, have the support they need when they need it and have opportunities to reach their goals. This information is for children and adults, their families, carers and people who are important to them.

Restrictive practices are ways of stopping people from doing what they want to do. They can include lots of different acts, like physically stopping someone from doing something by restraining them, using medication to stop them doing something or making them stay in a space away from other people.

Restrictive practices are sometime used in work with children and adults in childcare, education, social care and health services in Wales. This should only happen as a last resort when there is a need to stop someone from doing something that could harm them or others. Restrictive practices do not improve people's quality of life, they can cause physical injury and emotional harm

The Welsh Government wants to make sure that people who pay for or deliver childcare, education, social care and health services in Wales understand the best ways to reduce the use of restrictive practices. This is because we know that restrictive practices can be very upsetting for people and can cause harm.

We want everyone who works with children and adults in Wales to work in a way that respects the human rights of the people they work with. One important way to reduce restrictive is to make sure that plans are put in place that improve well-being and help meet people's needs to prevent situations where people behave in a way that could harm them or others.

### **What does this mean for people who pay for (commission) or deliver childcare, education, social care and health services in Wales?**

The Welsh Government has asked people who pay for (commission) or deliver childcare, education, social care and health services in Wales to think about their policies and ways of working to make sure that they:

- Promote human rights.
- Involve children and adults, the people who matter to them and the people who advocate for them in making plans to avoid situations where restrictive

practices might be used because people are afraid that someone will get harmed.

- Support the people who work in services to work in a way that reduces the use of restrictive practices.

### **What does this mean for children and adults using services and for the people who matter to them?**

Services should make plans with you, the people who matter to you such as your family and with your advocate if you have one:

- to understand the best ways to avoid situations where restrictive practices might be used because people are afraid that someone will get harmed;
- to understand how restrictive practices make you feel and how they can work with you to avoid future situations where restrictive practices might be used;
- to give you information about who to speak to if you are worried about the use of restrictive practices on you or others.

An advocate is someone to help you to be heard when you feel like your opinions are not being listened to.

### **Ask the service you or someone you care about uses about the work they are doing or have already done to reduce the use of restrictive practices.**

#### **Information advice and support**

**Autism Wales** – Information about contacting the local Autism Lead where you live for information, advice and guidance.

[Further resources/contacts - Awtistiaeth Cymru | Autism Wales | National Autism Team](#)

**C.A.L.L – Mental health helpline for Wales** – Offers emotional support and information on Mental Health and related matters to people of Wales.

[C.A.L.L. Mental Health Helpline - Community Advice and Listening Line \(callhelpline.org.uk\)](http://callhelpline.org.uk)

**Freephone:** 0800 132 737

**Text 'help' to:** 81066

**Children's Commissioner for Wales** – Their Investigation and Advice service is free and confidential. It's there to advise and support children and young people or those who care for them if they feel that a child has been treated unfairly.

[Investigation and Advice - Children's Commissioner for Wales \(childcomwales.org.uk\)](http://childcomwales.org.uk)

**Phone:** 01792 765600, **Freephone:** 0808 801 1000

**Wales Dementia Helpline-** The helpline offers support to anyone caring for someone with Dementia as well as other family members or friends. The service will also help and support to those who have been diagnosed with Dementia.

[Wales Dementia Helpline - Supporting those living with Dementia and their Carers \(callhelpline.org.uk\)](http://callhelpline.org.uk)

**Phone:** 0808 808 22355

**Wales Learning Disability Helpline:** Available to everyone in Wales, whether you are a person with a learning disability, a family member or friend.

[Mencap Cymru | Mencap Cymru ~ Wales](http://Mencap Cymru | Mencap Cymru ~ Wales)

**Phone:** 0808 8000 300

**Older People's Commissioner for Wales Casework Team:** Help and support for people in Wales aged 60+ and experiencing problems with services such as health, social care, community services or housing. [Help & Support \(olderpeoplewales.com\)](http://Help & Support (olderpeoplewales.com))

**Phone:** 03442 640 670 or 029 20445030 **Email:** ask@olderpeoplewales.com