

Easy Read



Llywodraeth Cymru
Welsh Government

Plan to use less restrictive ways of working

How Welsh Government wants services to
work with people



This document was written by **Welsh Government**. It is an easy read version of information about '**Reducing Restrictive Practices Framework 2021**'.

June 2021

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 11**.



Llywodraeth Cymru
Welsh Government

Where the document says **we**, this means **Welsh Government**. For more information contact:

E-mail: safeguardingandadvocacy@gov.wales



This document was made into easy read by **Easy Read Wales** using **Photosymbols**. To tell us what you think about this easy read version, [click here](#).

What this plan is about



This plan is about services using less **restrictive practices**.



Restrictive practices are ways of stopping people from doing what they want to do. Or controlling people. For example:

- holding someone down to stop them hurting themselves or others
- giving them medicine to stop them doing something
- making them stay in a room away from other people.



Restrictive practices are sometimes used by staff who work with children or adults in services like:



- nurseries
- schools or colleges
- health
- social care.



Services should **only** use a **restrictive practices** if it is the **only** way to stop someone hurting themselves or other people.



This is because **restrictive practices** do **not** make people's lives better.



People can sometimes be hurt by **restrictive practices**, like being held down.



It can also be very upsetting for people and make them scared, sad, or angry.



We want to make sure services providers understand how to use **less restrictive practices**.



We want everyone who works with children and adults in Wales to understand the human rights of the people they work with.



Services should have plans to meet people's needs and make their well-being better.



When people are happy and feeling good, they are less likely to do things that might hurt themselves or others.



This is a good way to make sure services do **not** need to use **restrictive practices**.

What this means for services providers



We have asked service providers to make sure they have plans to help stop the need for **restrictive practices**.



These plans should make sure they work with people in ways that respects their human rights.



They should make these plans with:

- the people they support
- their families and carers
- **advocates**



An **advocate** is someone who speaks up for someone. They help them say what they want to say. And make sure the person's needs are met.



Service providers should make sure their staff get the support they need to use less **restrictive practices**.

What this means for children and adults who use services



Services should work with you to make a plan. They should work with the people who are important to you too. Like your family, carers, or **advocate**.



The plan should say how **restrictive practices** make you feel.



The plan should help everyone understand the best ways to make sure that they do **not** need to use **restrictive practices** with you.



The plan should say who you can talk to if you are worried about **restrictive practices** with you or somebody you know.



You can ask services about what they are doing to make sure they use less **restrictive practices**.

Where to get help and information

Autism Wales



Contact the **Autism Lead** where you live for help and information.

Find out how to contact them on the **Autism Wales** website: autismwales.org/en/i-am-autistic/further-resources.

C.A.L.L. Mental Health Helpline for Wales



Call free on **0800 1320737**

Or text the word **help** to **81066**.

You can find out more on the website: www.callhelpline.org.uk.

Children's Commissioner for Wales



The **Children's Commissioner for Wales** has a free service for anyone who thinks a child has not been treated fairly.

You can phone them for free on **0808 801 1000**.

You can find out more on the website: childcomwales.org.uk/about-us/investigation-advice.

Wales Dementia Helpline



If you are worried about someone who has **dementia** you can phone the **Wales Dementia Helpline** for free:

Phone: 0808 808 22355



Dementia is an illness in the brain. People with **dementia** might forget things or get confused. It is usually older people that get **dementia** but sometimes young people get it too.

Wales Learning Disability Helpline



If you have a learning disability, or you care for someone who has a learning disability, you can phone the free **Wales Learning Disability Helpline**

Phone: 0808 8000 300

You can find out more on the **Mencap Cymru** website: wales.mencap.org.uk.

Older People's Commissioner for Wales

If you are aged 60 or older, or you care for someone who is 60 or over, you can get help and support from the **Older People's Commissioner for Wales**.



Phone: 03442 640 670 or 029 2044 5030.

Calls to these numbers are **not** free but you can ask them to call you back.

E-mail: ask@olderpeoplewales.com.

You can find out more on the website:
olderpeoplewales.com/en/assistance.aspx

Hard words

Advocate

An advocate is someone who speaks up for someone. They help them say what they want to say. And make sure the person's needs are met.

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Restrictive practices

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