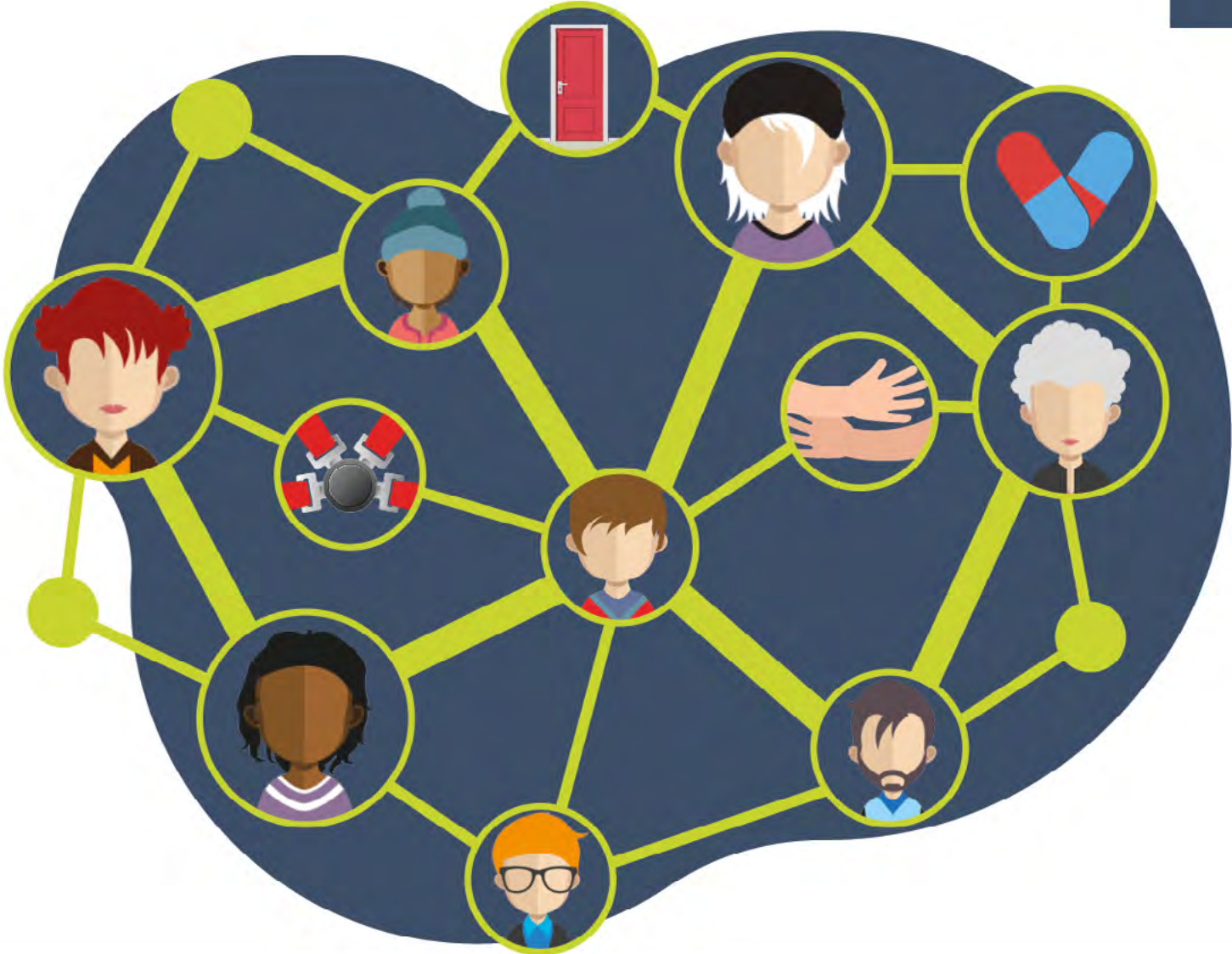


# Planning safe ways to support children, young people and adults

Reducing Restrictive Practices Framework 2021



# The Welsh Government wants everyone to have support from services, in a safe way.

**Everyone needs help from services at some time in their life.**

Sometimes people using **services** behave in ways that might cause harm.

**Providers** sometimes use restrictive practices to stop people hurting themselves or others.

We want people to be respected. We don't want them to be hurt or feel embarrassed.

**So, we have written this framework. It has steps to reduce how often restrictive practices are used. It is for providers in Wales.**

**Services** can be:

- childcare
- education
- social care
- health care
- foster care.

**Providers** can be:

- Local Authorities
- organisations
- businesses.



## What are restrictive practices?

Restrictive practice can be:



**physical** – holding someone so they can't move



**chemical** – medicine to calm someone or make them sleepy



**environmental** – stopping someone going places or taking items away



**mechanical** – straps or clothing



**seclusion** – time alone



**long-term segregation** – keeping someone away from others.

### ✓ Restrictive practices should:

- be lawful
- be at the lowest level needed to stop harm
- be the last option after other things have been tried.

### ✗ Restrictive practices shouldn't:

- use unnecessary force
- cause pain
- cause embarrassment
- be disrespectful
- punish people.

## What does this mean for providers?

The new framework helps providers support people better.

Everyone who commissions (pays for) or provides services should:

- put human rights at the centre of support
- involve services users and their families in planning support
- discuss when and how restrictive practices might be used
- support and train staff in the right ways
- find positive ways to deal with challenging behaviour
- use restrictive practices less often.



## What does this mean for you?

The new framework helps everyone get the same respect and care, no matter where they live in Wales.

Services should:

- involve you and your family in decisions and **support plans**
- make sure you have an **advocate** if you need one
- discuss how to avoid situations where restrictive practices might be used
- discuss how restrictive practices make you feel
- discuss ways to avoid using them in the future
- give you information about what to do if you want to complain about how restrictive practices are used.

**Advocate** – someone on your side that makes sure people hear you.

**Support plans** set out the help people are getting and what happens if there's challenging behaviour.



## Rights

Human rights belong to every person in the world, from birth until death. They start with treating people with dignity, fairness and respect. Staff must protect people's rights when they're dealing with challenging behaviour.


Human rights are set out in the **Human Rights Act 1998**.

Children's Rights are set out on the **United Nations Convention on the Rights of the Child (UNCRC)**

# Information advice and support

## Autism Wales

For information, advice and guidance.

 [Awtistiaeth Cymru | Autism Wales | National Autism Team](#)

## C.A.L.L

Offers emotional support and information on Mental Health and related matters to people of Wales.

 [callhelpline.org.uk](http://callhelpline.org.uk)

 0800 132 737

 Text 'help' to: 81066

## Children's Commissioner for Wales


Free and confidential investigation and advice service if someone feels that a child has been treated unfairly.


 [childcomwales.org.uk](http://childcomwales.org.uk)

 01792 765600 or 0808 801 1000

## Wales Dementia Helpline


Supporting those living with Dementia and their Carers.

 [callhelpline.org.uk/Dementia-Helpline.asp](http://callhelpline.org.uk/Dementia-Helpline.asp)

 0808 808 22355


## Wales Learning Disability Helpline

 [wales.mencap.org.uk](http://wales.mencap.org.uk)

 0808 8000 300

## Older People's Commissioner for Wales Casework Team

Help and support for people aged 60+.

 [olderpeoplewales.com](http://olderpeoplewales.com)

 03442 640 670 or 029 20445030

 [ask@olderpeoplewales.com](mailto:ask@olderpeoplewales.com)

## Thanks for reading this

If you want more information about the framework:

 [safeguardingandadvocacy@gov.wales](mailto:safeguardingandadvocacy@gov.wales)

