



Statement on compliance with the rules governing seclusion, restraint & mechanical restraint for 2024

Approved Centre Name: Phoenix Care Centre

The total number of persons that the centre can accommodate at any one time	54
The total number of persons that were admitted during the reporting period	67

Rules Governing the Use of Seclusion

Issued Pursuant to Section 69(2) of the Mental Health Act 2001-2018.

The total number of persons who were secluded during the reporting period	14
The total number of seclusion episodes	20
The shortest episode of seclusion	4 hours
The longest episode of seclusion	112 hours

A statement about the effectiveness of the approved centre's actions to reduce or, where possible, eliminate the use of seclusion

The Phoenix Care Centre is committed to the continued provision of safe and high quality care and is committed to adhering to the principle that the use of restrictive practices and interventions should only take place in rare and exceptional circumstances.

While there was an increase in admissions in the reporting period (67) in 2024 compared to (54) in 2023, there was a 10% reduction in Seclusion episodes.

This was achieved through the continued leadership and governance of the Restrictive Practice Oversight Committee where each episode was reviewed in detail.

The triggers identified were discussed as well as the learning from the in person de-brief.

Actions were formulated with a timeframe and person responsible.

There continues to be a strong emphasis on training with special focus in the area of Trauma Informed Practice and positive behaviour support in the form of RAID training as well as regular staff education sessions.

There is an increased focus on de-escalation techniques in training of Therapeutic Management of Aggression and Violence (TMVA).

Quarterly reports are circulated to inform staff of progress and of identified areas for improvement.

There is frequent auditing of episodes and appropriate feedback mechanisms.

Environmental enhancements such as a new out-door gym, sensory room and comfort rooms.



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A statement about the approved centre's compliance with the rules governing the use of seclusion

The Phoenix Centre recognises that restrictive practices compromise a person's liberty and should only take place in rare and exceptional circumstances. The use of restrictive practice must be proportionate to the assessed risk, employed for the shortest possible duration and its use must only occur following reasonable attempts to use alternative means of de-escalation to enable the person to regain self-control (MHC, 2022).

Working towards and achieving compliance with the code and rules remains our priority. In order to achieve this we have focused our attention on the following:

- Oversight Committee membership including heads of discipline
- Multi-disciplinary audits of episodes of restrictive practice
- Education workshops on documentation
- Staff training
- Multidisciplinary debrief and positive behavioural support review
- Comfort room and sensory care
- Therapeutic Engagement Committee
- Forums with service users hosted by the area lead for mental health engagement
- Quarterly reports circulated to all disciplines for continuous learning

The 2024 annual inspection by the Mental Health Commission found that the Phoenix Care Centre was non-compliant with the Rules governing the use of Seclusion for the following reasons:

- a) In one episode of Seclusion the individual care plan was not updated to reflect the outcome of the debrief, in particular, the persons personal preferences in relation to restrictive interventions going forward, 7.8.
- b) Staff in the Seclusion room were unable to continuously observe the resident within both 'sight and sound' due to the fact that the intercom system was broken in both Seclusion rooms, 5.2

This issue was addressed immediately and corrected and CAPA's were submitted to the Mental Health Commission

A statement about the compliance with the approved centre's own reduction policy

The Restrictive Practice Reduction Policy is based on the Mental Health Commission's Seclusion and Restraint Reduction Strategy (2014) in order to focus on SMART goals to reduce or where possible eliminate episodes of Restrictive Practice.

Since the new changes in 2023 on the Code and Rules, we have embedded commitment, leadership, quality initiatives and investments towards reducing restrictive interventions with a heightened focus on training and education amongst our staff members. The Phoenix Care Centre is fully compliant with its own reduction policy.

Adhering to the reduction policy, we continue to focus on the following areas:

- Enhance the work force through the provision of education workshops & training related to restrictive practice reduction



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- Leadership and Governance through the Oversight Committee, conducting reviews/ clinical audits of episodes of restrictive practice aimed at identifying areas for learning and improvement
- Quality Initiatives: Ethical approval has been granted for research to examine the impact the revised rules and code have had on reducing episodes of restrictive practice
- Identification and implementation of non-restrictive practices such as de-escalation, positive behaviour support interventions, having a human rights based approach and being a trauma informed service

Code of Practice on the Use of Physical Restraint

Issued Pursuant to Section 33(3)(e) of the Mental Health Act 2001-2018

The total number of persons who were physically restrained during the reporting period	16
The total number of episodes of physical restraint	45
The shortest episode of physical restraint	1 min
The longest episode of physical restraint	10 min

A statement about the effectiveness of the approved centre's actions to eliminate, where possible, and reduce physical restraint

The Phoenix Care Centre is committed to the continued provision of safe and high quality care and is committed to adhering to the principle that the use of restrictive practices and interventions should only take place in rare and exceptional circumstances.

While there was an increase in admissions in the reporting period (67) in 2024 compared to (54) in 2023, there was a 10% reduction in Physical Restraint episodes.

This was achieved through the continued leadership and governance of the Restrictive Practice Oversight Committee where each episode was reviewed in detail.

The triggers identified were discussed as well as the learning from the in person de-brief.

Actions were formulated with a timeframe and person responsible.

Each Approved Centre should also produce a comprehensive Annual Report



Statement on compliance with the rules governing seclusion, restraint & mechanical restraint for 2024

There continues to be a strong emphasis on training with special focus in the area of Trauma Informed Practice and positive behaviour support in the form of RAID training as well as regular staff education sessions.

There is an increased focus on de-escalation techniques in training of Therapeutic Management of Aggression and Violence (TMVA).

Quarterly reports are circulated to inform staff of progress and of identified areas for improvement.

There is frequent auditing of episodes and appropriate feedback mechanisms.

Environmental enhancements such as a new out-door gym, sensory room and comfort rooms.

A statement about the approved centre's compliance with the code of practice on the use of physical restraint

The Phoenix Centre recognises that restrictive practices compromise a person's liberty and should only take place in rare and exceptional circumstances. The use of restrictive practice must be proportionate to the assessed risk, employed for the shortest possible duration and its use must only occur following reasonable attempts to use alternative means of de-escalation to enable the person to regain self-control (MHC, 2022).

Working towards and achieving compliance with the code and rules remains our priority. In order to achieve this we have focused our attention on the following:

- Oversight Committee membership including heads of discipline
- Multi-disciplinary audits of episodes of restrictive practice
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- Quarterly reports circulated to all disciplines for continuous learning



Statement on compliance with the rules governing seclusion, restraint & mechanical restraint for 2024

The 2024 annual inspection by the Mental Health Commission found that the Phoenix Care Centre was compliant with the Code of Practice on Physical Restraint.

A statement about the compliance with the approved centre's own reduction policy

The Restrictive Practice Reduction Policy is based on the Mental Health Commission's Seclusion and Restraint Reduction Strategy (2014) in order to focus on SMART goals to reduce or where possible eliminate episodes of Restrictive Practice.

Since the new changes in 2023 on the Code and Rules, we have embedded commitment, leadership, quality initiatives and investments towards reducing restrictive interventions with a heightened focus on training and education amongst our staff members. The Phoenix Care Centre is fully compliant with its own reduction policy.

Adhering to the reduction policy, we continue to focus on the following areas:

- Enhance the work force through the provision of education workshops & training related to restrictive practice reduction
- Leadership and Governance through the Oversight Committee, conducting reviews/ clinical audits of episodes of restrictive practice aimed at identifying areas for learning and improvement
- Quality Initiatives: Ethical approval has been granted for research to examine the impact the revised rules and code have had on reducing episodes of restrictive practice
- Identification and implementation of non-restrictive practices such as de-escalation, positive behaviour support interventions, having a human rights based approach and being a trauma informed service



Statement on compliance with the rules governing seclusion, restraint & mechanical restraint for 2024

Rules Governing the Use of Mechanical Means of Bodily Restraint

Issued Pursuant to Section 69(2) of the Mental Health Act 2001-2018.

The total number of persons who were mechanically restrained under Part 3 (Immediate Risk of Harm)	0
The total number of episodes of mechanically restrained under Part 3 (Immediate Risk of Harm)	0
The shortest episode of mechanical restraint under Part 3 (Immediate Risk of Harm)	N/A
The longest total episode of mechanical restraint Part 3 (Immediate Risk of Harm)	N/A
The total number of persons who were mechanically restrained (Part 4: enduring risk of harm to self or others)	0

A statement about the effectiveness of the approved centre's actions to reduce and, where possible, eliminate mechanical means of bodily restraint

The Phoenix Care Centre is committed to the continued provision of safe and high quality care and is committed to adhering to the principle that the use of restrictive practices and interventions should only take place in rare and exceptional circumstances.

In September 2022, the Phoenix Care Centre established an Oversight Committee with a nominated lead and began preparing for the new Mental Health Commission published Codes and Rules relating to seclusion and restraint. Through this committee, the Phoenix Care Centre commenced planning towards the adoption of the new code and rules using a multi-disciplinary approach. New documentation was created to reflect the updated rules and code of practice including the positive behaviour support de brief and MDT review as well as a new Restrictive Practice Reduction Policy. Information posters and checklists were circulated throughout the service and in-service education sessions commenced to ensure knowledge and understanding of the new code and rules.

Mechanical means of bodily restraint for immediate threat of harm to self or others is not used in the Phoenix Care Centre.

The Phoenix Care Centre did not have any episodes of mechanical means of bodily restraint for enduring risk of harm to self or others in 2024.

A statement about the approved centre's compliance with the rules governing the use of mechanical means of bodily restraint

The Phoenix Care Centre is committed to the continued provision of safe and high quality care and is committed to adhering to the principle that the use of mechanical restraint for enduring risk of harm to self or others should only take place in rare and exceptional circumstances.

The Phoenix Care Centre did not have any episodes of mechanical restraint for enduring risk of harm to self or others.



Statement on compliance with the rules governing seclusion, restraint & mechanical restraint for 2024

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Signed by Registered Proprietor Nominee:

**If you do not have a Digital Signature, typing your name will be accepted as your signature.*