



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	54
The total number of persons who were secluded during the reporting period	14

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	0
The total number of episodes of mechanically restrained	0
The shortest episode of mechanically restraint	0
The longest total episode of mechanically restraint	0
The total number of persons who were mechanically restrained as a result of mechanical means of bodily restraint for 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 2023.

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

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



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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 2023.

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 to the code and rules, we have embedded commitment, leadership, quality initiatives and investment 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:

1. Enhancing the capabilities of our work force through the provision of education & training related to restrictive practice reduction and trauma informed care.
2. Leadership and governance through the Oversight Committee by reviewing each episode of restrictive practice and identifying areas for learning and improvement.
3. The approved centre staff will participate in a study on changes to clinical treatment and episodes of restrictive practice since the introduction of the revised rules of seclusion and restraint across five approved centres in CHO9. This study was approved by the Research Ethics Committee and will examine the effects of the quality initiatives in the PCC and other approved centres, and factors associated with restrictive practice.
4. Use and promotion of non-restrictive practices such as de-escalation, positive behaviour support interventions,



Approved Centre Name:
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Rules Governing the Use of Seclusion

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

The total number of seclusion episodes	22
The shortest episode of seclusion	4min
The longest episode of seclusion	529min

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.

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.

There was a unique opportunity to develop and create a therapeutic environment through environmental enhancements such as the development of a comfort room and sensory care which is conducive to reducing episodes of violence and aggression and distress.

In 2023, there were 54 admissions to the Phoenix Care Centre, an increase of 14 from 40 in 2022. While the total number of seclusion episodes was similar, the total hours of seclusion in 2022 was 4788 while in 2023 the total hours of seclusion was 1949 which is a significant decrease.

These reductions were achieved through:

- The implementation of the comprehensive Restrictive Practice Reduction policy
- The establishment of a Restrictive Practice Oversight Committee (with research and therapeutic engagement subcommittees) which has a strong emphasis on leadership and governance
- Each episode of restrictive practice was reviewed in detail, and the triggers identified were discussed as well as any learning from the in person de-brief. Actions were formulated with a timeframe and person responsible.
- An increased focus on training, with the provision of Trauma Informed Care and RAID (Reinforce Appropriate Implode Disruptive – a positive psychology approach) training and staff education
- Environmental enhancements including a comfort room and sensory care
- Quarterly reports were circulated to inform staff of progress and of identified areas of improvement.
- Audits and feedback to staff.



Approved Centre Name:
Phoenix Care Centre

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 2023 annual inspection by the Mental Health Commission found that the Phoenix Care Centre was compliant with the Rules governing the use of Seclusion.

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 to the code and rules, we have embedded commitment, leadership, quality initiatives and investment 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:

1. Enhancing the capabilities of our work force through the provision of education & training related to restrictive practice reduction and trauma informed care.
2. Leadership and governance through the Oversight Committee by reviewing each episode of restrictive practice and identifying areas for learning and improvement.
3. The approved centre staff will participate in a study on changes to clinical treatment and episodes of restrictive practice since the introduction of the revised rules of seclusion and restraint across five approved centres in CHO9. This study was approved by the Research Ethics Committee and will examine the effects of the quality initiatives in the PCC and other approved centres, and factors associated with restrictive practice.
4. Use and promotion of non-restrictive practices such as de-escalation, positive behaviour support interventions, having a human rights based approach and being a trauma informed service.



Approved Centre Name:
Phoenix Care Centre

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	13
The total number of episodes of physical restraint	50
The shortest episode of physical restraint	1min
The longest episode of physical restraint	10min

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.

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.

There was a unique opportunity to develop and create a therapeutic environment through environmental enhancements such as the development of a comfort room and sensory care which is conducive to reducing episodes of violence and aggression and distress.

As per our use of data to inform our practice, there has been a 53% reduction in physical restraint episodes with a total of 50 episodes in 2023, down from 94 in 2022.

These reductions were achieved through:

- The implementation of the comprehensive Restrictive Practice Reduction policy
- The establishment of a Restrictive Practice Oversight Committee (with research and therapeutic engagement subcommittees) which has a strong emphasis on leadership and governance
- Each episode of restrictive practice was reviewed in detail, and the triggers identified were discussed as well as any learning from the in person de-brief. Actions were formulated with a timeframe and person responsible.
- An increased focus on training, with the provision of Trauma Informed Care and RAID (Reinforce Appropriate Implode Disruptive – a positive psychology approach) training and staff education
- Environmental enhancements including a comfort room and sensory care
- Quarterly reports were circulated to inform staff of progress and of identified areas of improvement.
- Audits and feedback to staff



Approved Centre Name:
Phoenix Care Centre

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:

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- 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 2023 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 to the code and rules, we have embedded commitment, leadership, quality initiatives and investment 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:

1. Enhancing the capabilities of our work force through the provision of education & training related to restrictive practice reduction and trauma informed care
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4. Use and promotion of non-restrictive practices such as de-escalation, positive behaviour support interventions, having a human rights based approach and being a trauma informed service.

Signed by Registered Proprietor Nominee: Anne Marie Donohue

**If you don't have a Digital Signature, typing your name will be accepted as your signature.*