

Personalise my bathroom

Reporters

Charles Stima, Tom Griffiths and Dr Logan Naidu at [Cambian](#), 10 November 2014.

What did you do^{*}?

We completely refurbished an en suite bathroom to create a wetroom for one resident who we thought would benefit from this provision.

What was excellent about it?

The person had a significant problem in managing their personal hygiene. This is a difficult problem to understand, but careful assessment suggested that he may feel more at ease in a wetroom space rather than an enclosed shower cubicle.

We discussed this possibility with the resident and agreed to make the changes. Once the cubicle was removed and the wetroom was installed, he was able to see who was in the bathroom, and this gave him the confidence to undress and use the shower. He began to shave and shower every few days, which significantly improved his social relationships with other residents.

Even better next time?

We recognise the importance of environmental stimuli and cues in influencing behaviour, so it was natural to consider the impact of the environment in working out the reasons for this gentleman's self neglect. In the future, we might check out how important bathroom and hygiene routines are to new referrals, and respond as necessary.

This successful intervention reminded us that seemingly intractable problems might have a solution, if we only persevere in seeking explanations. We also adopted other approaches alongside this change - to build his confidence in his body image and appearance by providing him with toiletries, a foot spa and new clothes. Perhaps it was the combination of interventions that led to success.

Stories of Striving for Excellence in Locked Rehabilitation Services

** [NDTi](#) was commissioned to deliver a staff development programme promoting a more personalised and inclusive approach for those living and working in locked rehabilitation services in the English East Midlands. While the current inspection routine has a focus on risk prevention, our job is to focus on sharing positive practice and innovation. Peter Bates led the programme and wrote up these stories.*

The Excellence Programme is for independent and voluntary sector providers of locked residential rehabilitation services for people with mental health issues or learning disabilities living in the East Midlands. It has delivered:

- *A series of seminars for key staff and people using services to promote a more personalised and inclusive approach*
- *A shared sense of what excellent services look like, captured in an [Excellence Framework](#) document.*
- *Learning exchange visits between members which lead to individual action plans for each service*
- *Excellence stories that capture and share ideas for service improvement.*

These case studies have arisen from members of the Excellence programme and NDTi has not independently verified what we have been told. Some are radical and ambitious approaches that transform the whole service, while others consist of small steps that may not seem especially exciting to other readers, but make a difference to one person. Some readers might even question whether progress is being made at all! The overall purpose is to stimulate reflection and celebration for every step forward, whether large or small.