

## Case study

# Care and Social Services Inspectorate Wales: Restrictive practices in a care home

The Care and Social Services Inspectorate Wales (CSSIW), when visiting a small care home for adults with learning difficulties, observed an oppressive environment which included staff exhibiting controlling behaviour and restricting residents' activities. This included denying residents access to the kitchen and garden and imposing restrictions on personal choices such as what to watch on the television and what refreshments they wanted. In addition, the administration of medication was regimented and unnecessarily stressful.

An assessment of these practices was informed by obligations under Article 8 (the right to respect to private and family life, which includes respecting autonomy), and Article 10 (freedom of expression). CSSIW issued a non-compliance notice and a remedial action plan. As a result of this intervention, the service has improved and new systems were put in place to enable residents to communicate and have a voice on matters such as decoration of their environment, meals, recreational and other social activities. People's rights are being better protected as a result.