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Positive Approaches to Managing Challenging Behaviour for Child Care and Learning Disability Services

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Effective management of challenging behaviour is central to providing good residential and day care services and requires both staff training and clear organisational strategies.

Our approach to training staff focuses on positive behaviour management and takes into account the standards, issues and constraints of work in the social care field.

Our training courses are accredited by BILD, and we are fully committed to the principles contained in their code of practice.

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training services

building skills to meet professional challenges

MANAGING CHALLENGING BEHAVIOUR (INCLUDING PHYSICAL INTERVENTIONS)

Our approach

We have provided training in managing challenging behaviour for child care and learning disability staff since 1998. We believe that the effective management of challenging behaviour in residential and day care settings is vital for social care services, their staff and their service users. Reduction in the numbers of incidents of challenging behaviour and the need for physical interventions (restraints) can improve the service user experience, raise staff morale, and reduce the need for more specialist placements.

We approach the management of challenging behaviour by working directly with staff on the front line, and by working with managers to improve organisational strategies. The combination of staff training and proactive management can prove doubly effective in reducing the numbers of incidents and the need for physical interventions.

Our training was developed specifically for use in child care and learning disability services in residential and day care settings and is accredited by BILD (British Institute of Learning Disability). It takes fully into account the standards, ethos and constraints of work in the social care field. Our training teams comprise a qualified social work trainer working with a professional conflict management trainer.

The training is always carried out in the context of promoting positive behaviour management and the defusion and de-escalation of aggressive and challenging behaviour. Physical techniques are taught for use only when absolutely necessary and as a last resort.

Our training has been demonstrated to increase the skills and confidence of staff in managing behaviour and typically results in a substantial reduction in the numbers of situations when physical interventions are required.

We provide full administrative support to our training, and maintain records of attendance, certification and re-certification processes.

Our courses are designed to be enjoyable, effective, and have been shown to have a considerable team building benefit. We have tried to ensure that they remain competitively priced and offer excellent value for money.





BILD accredited training courses

The Department for Education and Skills (DfES) has funded the British Institute of Learning Disability (BILD) to develop a Code of Practice and Accreditation Scheme for training in managing challenging behaviour and physical interventions. Our training has been accredited by BILD following a comprehensive programme of assessment. We offer 2 and 4 day courses to meet the needs of staff, based on the DeRISC (Defusion and Restraint in Social Care) system.

Positive approaches to challenging behaviour (4 days)

This course is for staff and supervisors of residential and day care services. It focuses on developing strategies for positive behaviour management, defusing and de-escalating situations of violence and aggression. It provides high quality and effective training in physical interventions including breakaway and restraint, and in dealing with the aftermath of such interventions.

The format of the course is three days initial training with a follow up day after 6 weeks to ensure that the training is effective in the workplace environment. The courses are certificated and renewable annually.

Key topics covered:

- Understanding challenging behaviour, definitions and causes
- Stages of emotional arousal
- Conflict management, defusion, de-escalation and low arousal techniques
- Body language
- Positive behaviour management
- Legal and procedural context, use of customer's procedures and guidance
- Disengagement and breakaway techniques
- Restrictive physical interventions (restraints)
- Post incident practice and support
- Record keeping

Positive approaches to challenging behaviour (2 days)

This course is for staff in residential, day care and fieldwork settings who may need to manage challenging behaviour, violence and aggression in the course of their work. It focuses on developing strategies for positive behaviour management, defusing and de-escalating difficult and potentially dangerous situations. It includes training in effective disengagement (breakaway) techniques.

Key topics covered:

- Understanding challenging behaviour, definitions and causes
- Stages of emotional arousal
- Conflict management, defusion de-escalation and low arousal techniques
- Body language
- Positive behaviour management
- Legal and procedural context, use of customer's procedures and guidance
- Disengagement and breakaway techniques



Developing Organisational Strategies for Managing Challenging Behaviour

Recent research has shown that the development of positive organisational strategies can be much more effective than training alone in reducing the incidence of violence and aggression and the need for physical interventions.

Such a reduction can have major benefits for social care organisations and their service users, including the reduction in the need for expensive specialist placements, avoidance of criminalisation of service users for assaults on staff, and major impacts on staff morale.

Our approach includes:

- Risk assessment
- Appraisal of systems and processes
- Incident analysis
- Developing management strategies
- Developing policies, procedures and practice guidance.

We use information gained from latest research to inform our practice in this area.

Other training courses:

We also specialise in child care core skills and knowledge training.

A leaflet giving more specific information on these courses is available on request; please telephone on **01604 643610**

What our customers say

'Staff helped to feel calmer' 'The course has given us the skills to deal with difficult situations more effectively' Comments from an independent psychologist's evaluation of post course impact on practice. (**Doncaster**)

Contact Us

We can arrange to have a telephone or face to face discussion on your training needs, put together a bespoke course outline, with clear learning objectives, and give you costed options.

Please telephone or email **Sue Brunton-Reed or Brian Atkins** on 01604 643610
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