

Wirral Evolutions

Positive behaviour support

Supporting individuals with autism and/or behaviour that challenge services to enjoy a better quality of life

Wirral Evolutions (WE) provides building based and employment day services across the Wirral to adults with disabilities; they employ 157 staff across nine sites. More than 20% of individuals accessing WE day services have a diagnosis of autism and/or behaviour which challenge services.

They applied for funding through Skills for Care's Positive Behavioural Support (PBS) and autism training fund, to ensure their staff had the right skills and knowledge to provide high quality, person-centred support.

The fund provided financial support to:

- develop skills around the person
- encourage inter-agency and multi agency work at a person centred level
- provide training in line with PBS competency framework or good autism practice
- contribute to the discharge (or avoided likely admission) or one or more person.

What we wanted to achieve

They wanted to use the fund to train a team of staff how to better support people with a diagnosis of autism and/or behaviour that challenge services.

This means staff would have the right skills and knowledge to understand and recognise behaviour that challenges, and be able to better support people to build relationships with other people who need care and support. This would improve the quality of life for the individual.

The training would also support the company to redesign and modernise its day services to be better able to meet the needs of individuals and the community, with a more flexible approach to supporting individuals who have behaviour that challenges services, in the service, the community and at home.



PBS has given me a new insight into how I can develop my own abilities and my teams, in tailoring essential support to individuals to enable them to manage crisis and improve their quality of life.

**Keith Williams, Team Leader,
Oakenholt Day Service**



They hoped this would help them to grow the reputation of WE as a market leader in using PBS to support individuals who use their services.



What we did

WE told us more about how they used the funding to improve the care and support for people with autism and/or behaviours which challenge services. They said:

“The training was provided by BILD and funded by Skills for Care. We chose them based on the reputation and experience of the company, knowledge of the trainers, relevance of course content and competitive cost. We met the cost of staff time and venues.

The training consisted of:

- Five x one day ‘Introduction to PBS’ sessions which were attended by 57 managers, team leaders, service coordinators and service support staff. This raised awareness of autism and how staff could support people with behaviour that challenges services.
- Four x two day ‘Next Steps to PBS’ sessions which were attended by 45 team leaders and service coordinators whose job role included compiling risk assessments, reviews and activity plans.
- One x three day ‘Coaches training’ sessions which were attended by eight team leaders and one service coordinator. This group will work with health colleagues to devise behaviour support plans for individuals, and mentor and assess staff who provide care and support.

Staff who have attended training on PBS will train and mentor other staff and lead on functional analysis (understanding the meaning behind a person’s behaviours of concern.)”

What we achieved

“As a result of the training, staff have a better understanding of the motivation that can trigger behaviour that challenge services, for example recognising if individuals are in pain or suffering from a health condition which may present as behaviours of concern. They’re also more confident when dealing with behaviour that challenges services.

PBS introduced me to a positive and proactive alternative to reacting to behaviours of concern, by working with an individual/team to respectfully engage an individual in new methods and techniques that will in the long term become meaningful to them and the environment.

**Dave Hughes, Team Leader,
Cambridge Road Day Service**

We’ve reviewed our internal policies and processes to develop a universal approach to managing behaviour that challenges across all WE services. We also welcome involvement from all staff in supporting key partner organisations to redesign their services.

In order to support people who show behaviours of concern effectively, continuity of support is vital. Plans need to be developed based on fact, reviewed regularly and amended as necessary. It is important to look at the cause of the behaviour rather than the actual behaviour of concern. Staff need to support based on the plan and be consistent.

**Suzy Ledsham, Service
Coordinator, Cambridge Road Day
Service**

Since the training we’ve seen a reduction in the number of incidents of people displaying behaviour that challenges. This has supported more individuals to make and maintain friendships with other individuals using the service and in the community. We’ve also found that individuals will now engage in a wider range of activities and have better relationships with friends and family.

Where incidents do happen, the introduction of PBS coaches within all operational teams across our service has reduced practices which restrict people's freedom and human rights.

Overall, we feel this has improved the quality of life, health and wellbeing of individuals, their carers and peers."

What we learnt

Wirall Evolutions has learnt lots from the training. They told us:

"We've learned that behaviour that challenges is less likely when the person is meaningfully occupied. Ensuring staff have the right skills ensures that individuals can participate, at least partially, in relatively complex activities so that they learn to cope with demands and difficulties that might otherwise provoke behaviours of concern.

However, we've also learned that there is a need for consistency and predictable support. To help us provide this we record effectively, and reflect on how situations were resolved, what worked and what didn't."

Skills for Care recommends

We have lots of resources to help employers and their workforce to support people who need care and support, including people with autism and behaviour that challenges.

Supporting people with autism

These resources can help you support your workforce to care for people with autism, including the skills and knowledge needed to provide a high quality autism care and support.

www.skillsforcare.org.uk/autism

Supporting people with learning disabilities

These resources can help you support your workforce to care for people with a learning disability including guidance about positive behavioural support.

www.skillsforcare.org.uk/learningdisability

Restrictive practices

This guide supports employers who want to minimise the use of restrictive practices.

www.skillsforcare.org.uk/restrictivepractices

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