



THE Positive
Behaviour
SUPPORT TEAM

Awards Day for the Management of Positive Behaviour Support

A message from our CEO



“**P**ositive Behaviour Support is an area that has become increasingly important over recent years particularly in light of the Winterbourne View scandal – and the increased emphasis from Councils in Scotland towards bringing people back home from out of area placements to live within their local communities.

This PDA award gives TRFS the opportunity to develop our role as sector leaders in Positive Behaviour Support, particularly for people with autism and/or learning disabilities.

This is a practice-based award and has an emphasis on managers cascading the training to their staff teams – it is therefore a cost effective and efficient way of improving staff practice.

Although this award is about managing Behaviour Support – the real focus is about ***changing people’s lives for the better*** – that is the motivation behind the work of the managers who completed the course.

Extensive evaluation of the course has been carried out and the evidence shows that **there have been real changes for individuals we support in terms of their quality of life.**

The training has also supported staff to develop their skills and practice in the area of Behaviour Support; this is an important achievement as this is an area where difficulties can impact badly on services

I would like to congratulate the managers who completed the course and acknowledge the time and effort they put into the course.”

The PDA has been mentioned in the **SSSC newsletter**. Here is the link that will take you to it

<http://ssscnews.uk.com/?cat=271>

The right choice for support

Introduction to the Award and 2013 Candidates

The PDA Award

This Professional Development Award (PDA), which was developed and is delivered by our **Positive Behaviour Support Team**, is a university-accredited qualification which provides managers with a year-long training in the theory and practice of Positive Behaviour Support. The award is **unique within Scotland** and TRFS is the only organisation to offer this type of qualification in Positive Behaviour Support.

The **course is in its third year** of being accredited by Napier University and to date **37 Senior Support Workers** have been successful in gaining the qualification.



The Positive Behaviour Support Team

2013 Successful Candidates

North Region

Duncan Rochfort	Christine Meek
Linsy Gordon	

Central Region

Lesley Reilly	Melissa Kilpatrick
Michael Paton	Maria Murray
Liz Cameron	Karen Mackie

South Region

John Bitten-O'Prey	Keri McCrindle
Angela Dalziel	Erin Mulholland
Joanne Black	Robin Dick

East Region

Sandra Brown	Aileen Buchanan
Sandra Koczubik	Margaret Stewart
Michelle Fagan	



The 2013 Awards Day Ceremony

On Thursday 23rd May, 2013 staff, managers, and special guests gathered at a lovely venue in Edinburgh Napier University to celebrate the 20 managers from TRFS who have recently completed the **Professional Development Award in 'Management of Behaviour Support'**.

The awards day event was held to **congratulate and celebrate the hard work** and effort of all the managers who completed the award. Executive Directors from 3 of the organisation's regions were also part of the celebration – and **Austen awarded the certificates to the managers**, as well as adding his congratulations and thanks to them for all their hard work. It was clear that there was a real buzz about the day!

Comments from the Awards Day



Peter McCulloch, Austen Smyth, Anne MacDonald, Jamie Brogan and Vincent Iles at the Awards Day

**Jamie Brogan
Business Engagement Manager,
Edinburgh Napier University**

As a leading modern university, Edinburgh Napier has a role in supporting, recognising and enabling skills development in the workplace, and we work with many external organisations to develop and improve the impact of their training programmes. **The Richmond Fellowship Scotland have been a learning partner of the University for over 5 years**, and the Positive Behaviour Support Team have been fantastic to work with.

We are always impressed by the dedication, professionalism, enthusiasm and commitment of their staff to developing themselves, improving their service, and transforming the lives of the people they help to care for.

It's been inspiring for us to see how accreditation of learning can ultimately lead to have such an incredible impact on some people in our society who most need our support.

**Peter McCulloch, ADSW
Representative on the Scottish
Government Autism Reference
Group**

“There is such a need for good quality support to people with autism – and the impact that this can have in changing the lives of Individuals.”

Peter shared a letter from a mum of a young man supported in a TRFS service where the manager had done the PDA, who said

“The level of commitment... is really commendable. My son is thriving and making excellent progress and I have absolutely no hesitation in saying that this is entirely due to the extensive support provided by the dedicated, caring and enthusiastic staff.”

I just wanted to say a big thank you to you and your team for hosting such a lovely day for us all. It was very much appreciated, and made us feel as though we had achieved something.

Manager from Central Region

Managers who presented at the Awards Day

Margaret Stewart from Centenary Place in Fife gave an informative talk about the changes for Matthew since she has undertaken her PDA. Mathew is a young man with autism and Cornelia De Lange Syndrome.

Mathew is now communicating with staff and is doing many different activities in his house and out in the community. Some of these are sweet making, water art, snooker and going to the golf range.

One of the significant changes for Mathew is that all 'As Required' medication has been stopped and the CPA meetings have ended due to the positive work Margaret and her staff team have carried out.

Margaret included some very positive feedback both from staff and from Matthew's mother about the impact of the course. Mathew's mum said **'Mathew now has a full and varied life and is a happier person'**.



Mathew and staff making sweets

I just wanted to repeat my thanks to all concerned for the fabulous event. We heard some really powerful stories about how we are changing the lives of Richmond staff, through the training and at the same time changing the lives of the people we support.

Jock Welsh Executive Director (East)

Maria Murray from our Johnstone service gave an excellent example of how the course can make a real difference in the life of people we support; she talked about the journey made by Craig, a young man with autism, and how his support had changed and improved throughout the course.

For Craig not only has **his challenging behaviour reduced in both severity and frequency but he is now doing more in his community**. Craig is now doing his own shopping, he will now walk rather than take the car and visits his local cafes and pubs.



Maria and Craig

Managers taking their knowledge forward



John Bitten training his staff team

Presentations like John's have been carried out elsewhere by other successful managers in their areas. It has been a really great way for them to inform their colleagues about what they have learned from the course.

Since the completion of the PDA I have **presented at an Area Meeting for the South Region to promote and raise awareness of the award. I spoke about the benefits doing the course had to the supported individual by enhancing their quality of life with the introduction of Positive Behaviour Support.**

I enjoyed doing the presentation as I am fully committed to the Positive Behaviour Support Model and have seen the great results it can achieve and how an individual's quality of life can be hugely increased.

I am currently **co training with the PBST to pass my skills and PBS knowledge onto my team.** I am enjoying the experience of co training and would certainly like to continue with developing my skills in this area and working alongside the Positive Behaviour Team.

Having completed the PDA last year, I was **recently seconded to another service which was having difficulty supporting one young lady called Alison.** It was because of successfully completing the PDA course that I had been asked to go to the service and focus on behaviour support for Alison.

I was able to use the **PBS model with Alison and see how it can work with someone who didn't have a learning disability but mental health difficulties.** Alison was able to get involved in the process and I was able to explain the function of her behaviour to her which really helped her to reflect on her actions.

I really felt confident in what I was doing as I had the PBS process to work through and I was able to implement new support plans and now Alison is getting on so well. The Care Inspectorate in their recent visit commented on TRFS putting in the appropriate behavioural support in the service and recognised the award which I had gained. **The experience of being in another service and using the PBS model made me feel the course really did work and made a difference!**



Joanne Black

Words from Mentors

Alan Morris (from PBST)

I have been a member of the Positive Behaviour Support Team for seven years and have been involved in the **delivery of the PDA since 2010, both as a facilitator and as a mentor.**



In this time I have supported several Senior Support Workers to complete the PDA, and in doing so not only have they gained a qualification for themselves but they have also cascaded their knowledge down to their staff teams and ultimately improved the quality of lives of the individuals with whom we support.

I personally have gained great satisfaction in seeing the managers expand their knowledge and confidence in the field of Positive Behaviour Support and in their management of their teams in implementing this throughout their service, with many also using their new skills in other services within TRFS.

In 2011 the training programme was a finalist in the Care Accolades Awards

The PBST won the BILD 2010 Award for 'Innovative Practice in Positive Behaviour Support'

Catriona Berry (from Learning and Development)



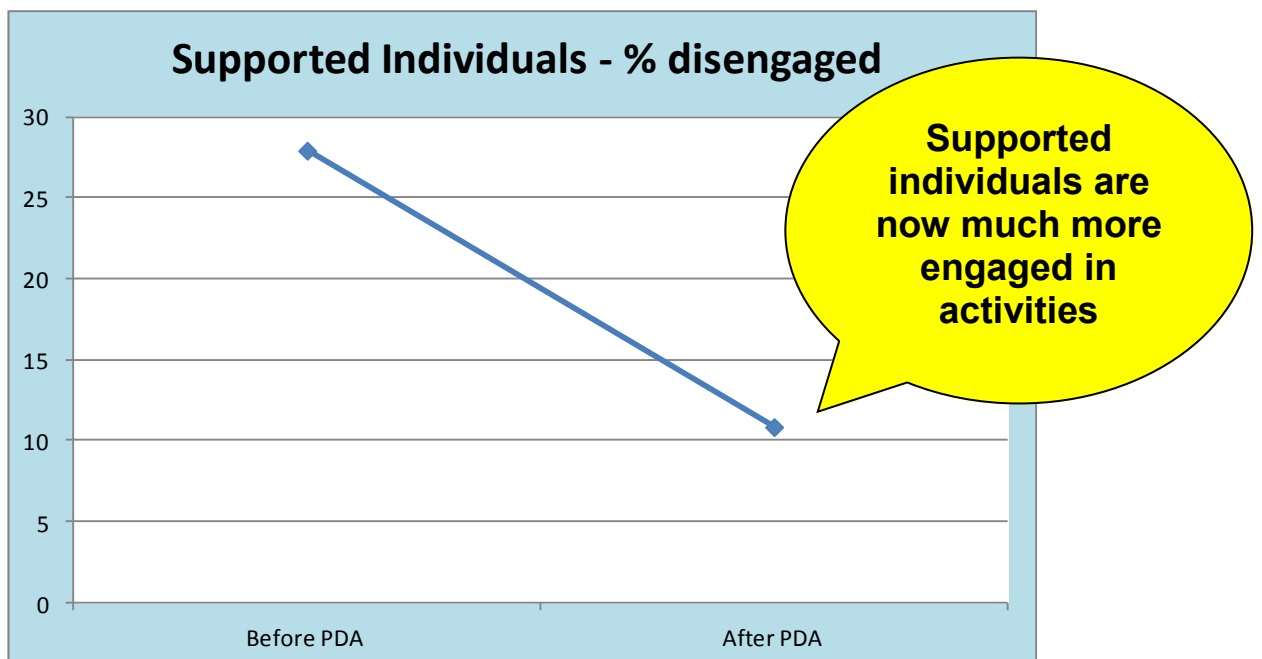
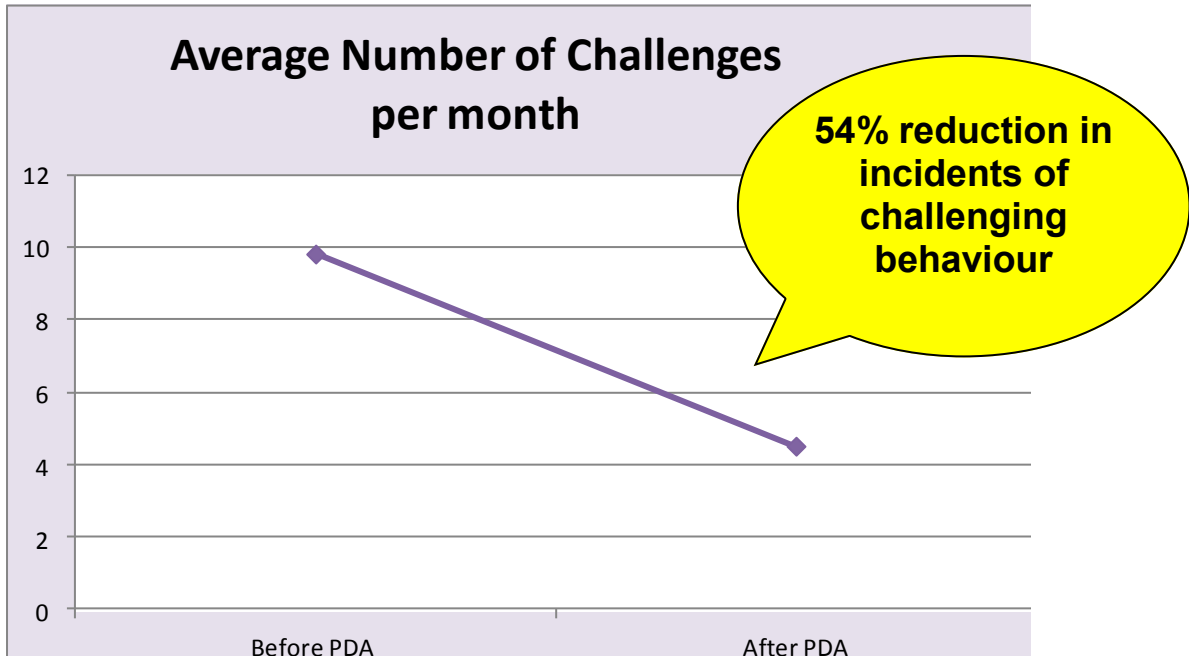
In January 2012 I started working with Frank Slokan (PBST) co-delivering the PDA in Management of Behaviour Support in the North Region. I felt the PDA was a very positive experience for both the supported individuals as well as the Senior Support Workers participating.

Over the course of the workshops I saw the Seniors develop their management skills with their teams which resulted in a whole team approach towards the changes being implemented. **For the supported individuals I witnessed an improved quality of life as a result of the new support plans being introduced with a consistent approach from staff.**

I have also seen successful candidates use the same approach with new supported individuals and the results have been in fantastically positive both for the individual and the staff team. **I thoroughly enjoyed my experience co delivering and acting as a mentor and look forward to repeating the experience in the future.**

Evaluation of the 2012 PDA Course

The evidence of the impact of the **PDA in 2012** is that there have been significant reductions in incidents of challenging behaviours from the people we support and also the improved support has resulted in a reduction of disengagement.





The PDA course has produced real changes for people and these include:

- **developing communication skills**
- **having more meaningful things to do**
- **more opportunity for fun**
- **building better relationships**
- **increased self-esteem**

Many of these areas overlap directly with the standards in our new Outcomes Approach – and **provide important evidence for our stakeholders and commissioners**

A big thank you to all the staff who have helped with our evaluations. The evaluations allow us to evidence how much of an impact the PDA course has on people’s lives.

Recent Acknowledgement of the Course

The PDA has been mentioned in the **Scottish Government’s 2013 strategy for improving the quality of life for people with learning disabilities— ‘The Keys to Life’**. The award is mentioned as a **good practice example** to show how agencies can increase their ability and skills when supporting people who have complex needs and significantly challenging behaviour.

This is a great acknowledgement of how the TRFS is leading the way in training their staff to manage complex support.

The new intake of candidates for 2013

27 candidates have started the PDA in June.

There is continued input from Learning and Development this year in North (Caroline Heather) and East Region (Craig Dryburgh).