




The Richmond Fellowship  
Scotland

# Complex Needs Support

A dark green heart shape is centered in the lower half of the page. It is held up by two stylized hands, also in dark green, with fingers pointing upwards. The heart contains white text.

How we  
have been  
delivering PBS  
support over  
the years

# What We Do & The Impact It's Had



## Co Designing Support

Working in partnership with the people who use our services to determine the goals and support in their own lives.



**95%**  
of Individuals

Our user led video support plans, user led sensory assessments, team meetings and handovers ensure that individuals are at the heart of decision making in how they receive support. **95% of individuals** said we helped to support their wellbeing over the last year.

(Source: How well are we doing survey, 2022)



## Quality of Life

Delivering expert led skills and technologies to implement the evidence-based model of Active Support within services. Active Support has been proven to truly impact on quality of life.



**762**  
Staff

**762 staff** have been trained in the model of Active Support. We use the Guernsey Community Participation & Leisure Assessment to measure changes in QoL. Results have shown a **74% increase** in QoL post PBS support.

(Source: Baker, 2007)



## Great Communication

We invest in developing communication approaches tailored to individual needs, led by our in-house PBS team and delivered by trained and skilled practitioners.



**ALL**  
Staff

**All staff** receive communication training starting from induction & progressing through career development. Staff are supported to build rapport and implement augmentative and alternative communication systems specific to individual needs.



## Understanding Behaviour

For two decades our in-house PBS team have been helping to develop the sectors understanding of complex needs and behaviours of concern. Our expertise in the area of PBS has helped to shape and evolve the national agenda of complex support needs within the social care sector.



**642**  
Staff

**642 staff** have completed our unique PBS in Practice Programme. Our expertise in the area of PBS allows us to carry out Comprehensive Functional Assessments and Multi-Element Behaviour Support Plans.



## Capable Environments

Capable Environments uses evidence & research to develop truly bespoke homes where people can thrive. Our Managers carry our 'Capable Environment Assessments' and implement change.

(Source: McGill, 2014)



**220**  
Individuals

Working with over **220 individuals** with Complex Needs, our Regional and Senior Management team are taught how to carry out 'Capable Environment Assessments' delivering expertise in implementing change at service, system and organisational level.

(Source: McGill, 2014)



## Reducing Restrictive Practices

For over 7 years we have developed advanced practices in the accurate recording, monitoring and reductions of all restrictive practices.



**71%**  
Reduction

Our focus on alternative PBS practices has achieved a **71% reduction in behaviours of concern**. Our continual investment in a National Restraint Reduction Advisor ensures that all new supported individuals receive a service level restraint reduction action plan.



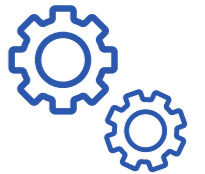
## Meaningful Engagement

Our innovative Practice Leadership Certificate provides managers with in-situ training to develop the right coaching and mentoring skills required to lead Complex Service teams.



**42**  
Managers

**42 frontline managers** have completed our Practice Leadership Certificated programme learning how to coach and direct staff on shift to improve practice. Practice Leadership has been shown to be key to the successful implementation of PBS.



## Skill Development

For the last 10 years we have delivered Award-Winning Complex Needs Qualifications unique to the social care sector.



**FIRST**  
of it's kind

Working in partnership with Glasgow Caledonian University we have developed the **first of its kind social care qualification** in PBS. We have trained **62 of our Managers** in how to implement PBS interventions for the individuals within their services. Graduates share and present their outcomes to our senior management team and external partners.

# Positive Feedback



There has been a remarkable turnaround. Gone is the anxious person replaced by a relaxed and chilled young woman. Whilst 'Claire' will tell me I got her the best house ever only goes so far and the real game changer is the staff team making a positive and meaningful difference in her life. In short 'Claire' is a Happy Lady and that makes me a happy Social Worker.

**Welfare Guardian**



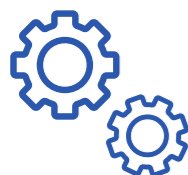
We are fortunate in having the services of the Behaviour Support Advisor who has been invaluable in supporting my son in his new environment.

**Mum & Welfare Guardian**



He is doing absolutely amazing!!! He is exceeding all expectations. Staff are just incredible and this is reflected in the way my son is feeling and managing everything. Plans are benefiting him and long may this continue.

**Mum of Supported Individual**



The PBS Qualification event was excellent. What an inspiring group of managers. I really enjoyed hearing about how they support PBS approaches in practice.

**Scottish Social Services Council**







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