



**TESTIMONIAL Re: Positive Behaviour Support (PBS) Training : What's the Message Ltd**

I have been working with the team for many years now and they have dramatically changed the way that we work with individuals living in our homes. We had previously used very traditional methods of training in both challenging behaviour and physical interventions but were not seeing positive results. In fact we were heavily criticised for the ways that we were working and evidencing what we were doing.

We recognised that we needed support and a different approach to move our services forward. What's the Message, using the PBS approach, have helped us to develop our staff's understanding of our client's life history, their work, family life interests and the fundamental reason why the person is challenging. This information has been invaluable to build up person centred PBS plans for staff to work with to prevent behaviours that may have presented previously.

We worked with What's the Message to completely re-vamp our policy and procedures, keeping it simple and focussing on at least 70% of the training and support being **preventative** strategies to help us with our commitment to minimising restrictive practices. During this process we collaborated to develop our 'My Understanding Rapid Support Sheets'. These have formed the basis of our new training programme using a case study approach.

Staff have found the training with the WTM team both extremely informative, fun and engaging! The team have a unique training style that brings out the best in staff, challenging their preconceptions and encouraging them to think differently about the individuals they support.

The PBS approach does not start or stop at the classroom door. The support begins with us being helped to look at our ways of working to get to the heart of what needs to change and to understand our clients, staff and environment. The support then continues after the training to help staff apply their knowledge and check competence which has often let us down in the past. I can honestly say that the '70 / 20 / 10' model of training has completely changed the way that we deliver services and has improved the lives of our clients.

Instead of behaviours and endless incident reports we now have smiles, laughter, contentment and far fewer incidents. To give an example during May we recorded 7 incidents for one client, following just initial training of staff we had managed to reduce the number of incident during June for the same client to 0! Adopting this training model has taken us some courage to recognise what we were doing wrong, has taken some time to build up trust in the staff that there is a way forward but is now paying off. We will have a better quality of service as a result and lives will have been improved. I would thoroughly recommend the holistic nature of the WTM training model.

Yours sincerely Vicki Shaw Director Quality Matters Prime Life Ltd.