

Positive Behavioural Support;

Panacea or the new problem?

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Activity 1:

In small groups identify what organisations need to do or put in place to provide a safe service for its users and its staff

Activity 2:

SAFE SYSTEM AUDIT

From your own list, and the list generated by the group, identify:

What is in place and works well?	What is in place but needs some attention?	What is in place (or missing) and in need of urgent attention?
From today, what can you do to change/address any of the issues you have identified above?		

What does a Safe Service Look Like?

For Service Users	For Support Staff
<ul style="list-style-type: none"> • I am safe; • I am treated with compassion, dignity and respect; • I am involved in decisions about my care; • I am protected from avoidable harm, but also have my own freedom to take risks; • I am helped to keep in touch with my family and friends; • Those around me and looking after me are well supported; • I am supported to make choices in my daily life; • I get the right treatment and medication for my condition; • I get good quality general healthcare; • I am supported to live safely in the community; • Where I have additional care needs, I get the support I need in the most appropriate setting; • My care is regularly reviewed to see if I should be moving on. <p>(DH 2012)</p>	<ul style="list-style-type: none"> • I feel safe • I am treated with compassion, dignity and respect; • I trust the organisation I work for • I am involved in making decisions about my work • There is adequate time for handovers between carers • I am protected from avoidable harm • I work for an organisation that is family friendly and recognises I may have carer responsibilities • Those working with me and managing me are also well supported; • I am supported to develop personally and professionally • I get regular structured clinical supervision • I have access to regular training updated as necessary • There are post incident reviews for staff • I have access to independent counselling • I feel adequately rewarded for the work that I do <p>(CALM 2013)</p>

References/Further Reading

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