



Positive
Behavioural
Support

PBS Standards for Wales

EVIDENCE TEMPLATE

AI Wales Community of Practice and the LDAG Subgroup
Transforming Care in Wales for People with Learning Disabilities and Challenging Behaviour
March 2018

This PBS Evidence Template should be used when gathering evidence for the PBS Standards for Wales measure. It is provided as an aid to assessors. All the standards included in each section of the Measure are listed on the following pages. These pages can be used as a file divider, so that the documentary evidence collected can be collated or referenced under the relevant section.

Examples of evidence required are summarised here, full details of evidence to be examined is given in the PBS Standards Measure against each item within each of the 14 Standards.

This PBS Evidence Template could also be used by service settings on an ongoing basis to store relevant evidence that meets the stated standards. Collating the evidence in one place like this will make assessment more streamlined and efficient.

ASSESSORS ARE ADVISED TO COMPLETE THIS EVIDENCE TEMPLATE FIRST BEFORE MOVING ON TO RATE THE INDIVIDUAL ON THE PBS STANDARDS MEASURE

Developed by members of the Learning Disability Advisory Group Subgroup 'Transforming Care in Wales for People with Learning Disabilities and Challenging Behaviour':

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Llywodraeth Cymru
Welsh Government

Ein cyf/Our ref RE/05486/16

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12 October 2016

Dear Ruth & Sophie,

Thank you for your letter of 29 September and attachments.

I am pleased to endorse the Positive Behavioural Support Measures and Guidance developed by a sub-group of the Learning Disability Advisory Group (LDAG) with the Challenging Behaviour Community of Practice. My officials will have a separate discussion with you and your colleagues about the publication and distribution of the documents.

I am grateful to the LDAG sub-group and Community of Practice for their work in developing these documents which will improve the care of people with a learning disability and challenging behaviour and help them to achieve their well-being outcomes.

Yours,
Rebecca

Rebecca Evans AC/AM
Gweinidog Iechyd y Cyhoedd a Gwasanaethau Cymdeithasol
Minister for Social Services and Public Health

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Rydym yn croesawu derbyn gohebiaeth yn Gymraeg. Byddwn yn ateb gohebiaeth a dderbynnir yn Gymraeg yn Gymraeg ac ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome receiving correspondence in Welsh. Any correspondence received in Welsh will be answered in Welsh and corresponding in Welsh will not lead to a delay in responding.

Service:

Manager of Service:

Individual whose service is being assessed:

Name of Assessor(s):

Date of Assessment:

NOTES:

STANDARD 1**My PBS plan helps me have a good quality of life**

Obtain a copy of the latest Plan and examine it

Performance Indicators		Evidence collected
1.1	My PBS Plan is up-to-date	
1.2	My PBS plan contains ALL of the following sections <ol style="list-style-type: none">1. Pen picture2. Understanding my behaviours3. Days that I like/ My best day4. Primary prevention5. Secondary prevention6. Reactive strategies7. Plan monitoring an evaluation	
1.3	PBS plan contents are written in language that all staff can understand easily.	
1.4	The plan is accessible at all times for staff members working directly with the person.	
1.5	A version of the plan is available in a format that the person can easily understand	
1.6	My PBS plan places greatest emphasis on improving my quality of life (primary prevention)	
1.7	My PBS plan is comprehensive and socially valid	

STANDARD 2**I am supported to make informed choices and have control**

Examine documents such as Quality improvement plans, service delivery plans, periodic service reviews, team meeting agendas, mental capacity assessment, Best Interest decision Making Tool, Person Centred Planning tools, Observation, Positive monitoring, periodic service reviews, supervision, the Active Support Measure, inspection reports, behaviour monitoring forms/ABC charts. PBS plan, knowledge tests, PSR scores, Behaviour Assessment Report, PBS Plan

Discussion with support staff, service user feedback, family feedback.

Performance Indicators		Evidence collected
2.1	My choices, empowerment and decision-making are actively promoted and monitored by my service.	
2.2	Staff shows respect and a positive attitude when they interact with me	
2.3	Staff know me well, including my personal history, my likes and dislikes, things I like to do and how I like to communicate.	
2.4	I am supported to express my individuality.	
2.5	Staff provide opportunities for me to make meaningful choices on a daily basis.	

STANDARD 3**I have relationships with family and friends**

Examine documents such as Organisational policy, Person Centred Plan, Person's circle of support, PBS Plan, Care Plan, Person Centred Plan review minutes, Daily records, Participation record summaries, Personal file, Daily records, social skills training, use of social media (eg facebook or similar), membership of clubs, Records of visits to and from, overnight stays to and from, joint outings, social nights in and out, meals in and out.

Performance Indicators		Evidence collected
3.1	My service has a clear policy to maintain and develop people's relationships with family and friends	
3.2	The people who are important to me are clearly identified	
3.3	I and the people important to me are helped to agree the frequency of and our preferred method of contact;	
3.4	I am supported to have opportunities to get to know new people.	
3.5	I have a positive and reciprocal relationship with one or more relatives or friends	

STANDARD 4**I participate at home and in the community**

Include evidence such as Policy statements, Observations of staff interaction, training in Active Support, identified 'Active support coaches'/ interactive trainers in organisation, Personal care routines, Participation plans, Opportunity plans, Participation records and summaries, daily diaries, reports to MDT, use of standardised scales such as 'Guernsey scale', Index of community participation, Index of participation in domestic life, skills assessments e.g. The Assessment of Functional Living Skills (AFLS), Evidence of people choosing own learning goals, precision teaching to help service users to learn new skills, evidenced by Teaching plans, Opportunity plans etc.

Performance Indicators		Evidence collected
4.1	My service has a clear policy to support the ongoing development of people	
4.2	I engage in a wide variety of activities and receive Active Support.	
4.3	I participate in most household activities (shopping, cooking, cleaning, entertaining, leisure, gardening etc)	
4.4	I have employment, supported employment, work experience, social and leisure activities external to the service	
4.5	I learn new skills and maintain the skills I have	

STANDARD 5**I live in an enriched typical environment , that suits my needs**

Evidence should include such aspects as Location of home, Individual environmental specs, Physical characteristics of house - domestic-styled and sized home, any adaptations, where needed, meet the needs of the people, 'House rules', Decor and personal items reflect individuality, PBS plans, observation, Discussion with staff and person.

Performance Indicators		Evidence collected
5.1	I live close to a good range of local amenities, and have easy access to transport	
5.2	I live in an ordinary home that is comfortable and meets my needs	
5.3	I have access to my own room and to all areas of the house (apart from other people's private rooms) including communal bathrooms, toilets, kitchen, utility etc	
5.4	I chose personal items (pictures, photographs, ornaments, etc) /furnishings/décor for my own room	
5.5	I am involved in choosing pictures, photographs, ornaments, furnishings, décor for communal areas	

STANDARD 6**I am supported to communicate**

Evidence should include such aspects as Policy statements, A total/ inclusive communication approach/ works towards the 5 good communication standards RCSLT 2014, staff training records, presence of inclusive communication co-coordinators, observation of staff interaction, Individual SALT assessments, communication Passports, dictionaries, PCP, TEACCH, PECS, PBS Plan section on communication, interaction profile, Decision making agreement , information in easy read formats, review meetings, Active support plans, PBS plan reviews , PCP reviews, Health Action plans, annual health checks, attendance at own health appointments, accessible information on health, communication skill development goals and teaching plans, social skills training, desensitisation, Tenant participation strategy.

Performance Indicators		Evidence collected
6.1	My service has a clear policy to assess and support my communication needs	
6.2	My staff assess and support my communication needs	
6.2	There is a detailed description of how best to interact with me.	
6.3	My service supports me to be involved with decisions about my care and services	
6.4	Staff value and use competently the best approaches to communicate with me	
6.5	Staff create opportunities, relationships and environments that encourage me to communicate	
6.6	I am supported to understand and express my needs in relation to my health and wellbeing.	
6.7	I am supported to communicate and express myself in different social situations	

STANDARD 7**I have appropriate treatment for my physical and emotional wellbeing**

Evidence should include such aspects as policy re access to healthcare, GP registration, Functional assessment/ Behaviour Assessment Report, healthcare passport, annual health check 6 monthly dental checks. MDT reports and minutes, record of attendance at medical appointments, treatment reviews, medication records, consent/best interest decisions, visits by medical professionals, side effects of medication clearly noted in files. Interviews with staff.

Performance Indicators		Evidence collected
7.1	I am registered with a local GP, dentist and optician	
7.2	My physical and mental health has been considered in relation to challenging behaviour	
7.3	My health is regularly monitored	
7.4	I am supported to attend medical appointments, express my views and to review my treatment with health care professionals	
7.5	Any medication I have is given in compliance with MHRA, NICE guidance and best practice	
7.6	Good information is given to me or my staff about the medication I am prescribed ie. what it is, why I'm taking it and what the expected outcome is.	
7.7	Any medication I am using is reviewed on a regular basis	
7.8	I consent to treatment	
7.9	Staff alert medical professionals to changes in my health and well-being in a timely manner.	
7.10	Staff are aware of the side effects of medication administered to me	

STANDARD 8**My behaviours that challenge are understood**

Obtain a copy of the latest Behaviour Assessment Report and examine it

Performance Indicators		Evidence collected
8.1	I have an up to date functional assessment, undertaken in a holistic manner, taking into account my needs, strengths, likes, dislikes, and quality of life.	
8.2	My functional assessment includes the use of assessment tools such as the BBAT, FAI, MAS, CAI etc (see Guide)	
8.3	My functional assessment includes the use of indirect and direct observation	
8.4	I have a summary statement identifying the slow triggers , fast triggers, behaviours and functions for each form of my challenging behaviour	

STANDARD 9**There is a sustained reduction in my challenging behaviours**

Examine behaviour monitoring formats such as ABC charts, individually tailored behavioural monitoring forms (BMFs), Incident Recordings, Scatter plots. Also MDT reports and minutes. Check that any reduction in incidents is backed up by data.

Performance Indicators		Evidence collected
9.1	My behaviour is monitored as a routine part of operational procedures and decisions	
9.2	Data on the frequency, duration and intensity of my behavioural incidents are routinely summarised and analysed to enable person-centred, data driven, decision making	
9.3	Changes in my behavioural incidents inform the review of my behavioural assessment reports and support plans	
9.4	A sustained reduction in my challenging behaviours is demonstrated	

STANDARD 10**I am not subjected to restrictive practices**

Evidence should include aspects such as Policy Statement , MDT minutes, consent forms, DoLs, MCA assessments, Reports to senior management/board/MDT, incident records, organisational summaries of incidents, staff training records, debrief sessions, post-incident support processes and use, supervision records, team meeting minutes, staff absence levels, staff support services. Interviews with staff.

Performance Indicators		Evidence collected
10.1	My service has a clear organisational policy to reduce restrictive practice	
10.2	The use of physical intervention with me and any other deprivation of my liberty or restriction under the Mental Capacity Act is sanctioned by the Court of Protection or DOLs team.	
10.3	Any restrictive practice done to me is reported to the person responsible where I live	
10.4	My service implements a policy of following the least restrictive practice, and there is a plan to reduce any currently approved restrictive practice to keep me safe.	
10.5	Data are systematically collected, summarised & analysed on at least a monthly basis for me	
10.6	Staff who support me are trained in ethical physical intervention	
10.7	Post incident support is routinely provided to me following an incident of challenging behaviour	
10.8	Post incident support is routinely provided to my staff following an incident of challenging behaviour	
10.9	Staff who support me are supported to manage stress and their wellbeing	

STANDARD 11**I am not subjected to punishment or punitive practice**

Evidence can include such things as Policy Statement, PBS plan, Named practice leader Reports provided to senior management and board, evidence of no formal or informal use of punishment. Discussion with staff

Performance Indicators		Evidence collected
11.1	My service has a clear organisational policy to not use punishment or punitive practice	
11.2	Staff who support me can distinguish between positive reinforcement, negative reinforcement and punishment/punitive practice	
11.3	My staff know what to do if they see punishment or punitive practice used with me	

STANDARD 12**I am supported by staff trained in PBS**

Examine Training policy and training records
All Staff have undertaken awareness training in PBS
Staff training records, evidence training in PBS eg
Support workers - BTEC advanced certificate PBS
Practice leaders - BTEC Professional certificate PBS
Behavioural specialists - Professional Diploma PBS

Evidence of other relevant training, Post Grad courses e.g. Tizard, BACB etc

Performance Indicators		Evidence collected
12.1	All staff who support me have undertaken training in PBS	
12.2	All staff who support me have attained relevant qualifications in PBS	

STANDARD 13**My PBS plan is implemented consistently by the staff team**

*Examine training records and training plans, training scripts, Managers job description
Staff rotas, Records of positive monitoring, supervision and team meetings, appraisals,
changes and reviews of PBS plans. Observation and discussion with staff.*

Performance Indicators		Evidence collected
13.1	Staff who support me receive 3 stage training in how to implement my plan and are supported to achieve verbal, role play and in situ competence	
13.2	A practice leader/ manager is responsible for managing my staff team and frequently and regularly works directly alongside staff supporting me	
13.3	The practice leader/ manager coaches staff on PBS and how to implement my plan	
13.4	Staff who support me provide feedback on what is working and what is not working	

STANDARD 14**I am safe and protected from abuse**

Examine Organisational safeguarding policy, Data re implementation and remedial actions taken, including lessons learned after any minor or major incident / near miss, training records, CSSIW reports, meeting minutes, observation of practice, Challenging Behaviour Charter, MCA, DoLS, Easy read docs, translation, Books Beyond Words, discussion with person, information given to others, staff satisfaction surveys, complaint / compliments, grievances, Recruitment procedures, DBS and reference checks, Audits, staff records, dignity, etc

Performance Indicators		Evidence collected
14.1	My service has a safeguarding policy	
14.2	My service has clear processes for alerts and protection of Whistleblowers	
14.3	Staff at all levels are trained and refreshed in safeguarding and in understanding various types of abuse - physical, sexual, psychological, neglect / omission, institutional, financial / material, discriminatory	
14.4	I am supported to understand and exercise my rights in a communication method of my preference.	
14.5	Other people such as my family / friends / advocate are aware of my rights.	
14.6	Staff who support me and their managers have open and supportive relationships to enable sharing of concerns at an early stage.	
14.7	The values and attitudes of staff who support me are checked out thoroughly	