



The Richmond Fellowship
Scotland

The TRFS Model of Complex Needs Support

Seven Component Framework



Positive
Behaviour
Support Team



Complex
Needs Learning
Pathway



Partnership
Working



Restraint
Reduction



National Autism
Strategy



Positive Pathways
Family / Carers
Support



Property &
Accommodation



Mission & Values

Our Values

What we ARE

- Personalised
- Outcomes Focused
- Respectful
- Imaginative
- Problem Solving
- Cost Effective

Our Mission

What we DO

Develop and deliver the best personal supports that listen to what you want and achieve what matters to you.

We Make Improvements

Your Outcomes

So YOU can

- | | | |
|------------------|----------------|----------------|
| Achieve Things | Be Responsible | Feel Good |
| Make Connections | Have Fun | Be Safe |
| Stay Well | Get Involved | Lead Your Life |

We recognise the complexities of people's lives, the challenges they face and the contributions and worth they bring. We believe everyone is unique and entitled to a fulfilling and meaningful life.

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Our Multi Component Framework

Our aim is to provide people with the best quality service available. We recognise the complexities of people's lives, the challenges they face and the contributions and worth they bring. We believe everyone is unique and entitled to a fulfilling and meaningful life.



More than 220 of the individuals we support have complex and challenging behaviours.

Our **Multi-Component Framework** ensures that people with complex needs, and their families, receive expert led support that really makes a positive difference to their lives. The framework provides a holistic approach grounded in the evidence based method of Positive Behaviour Support and reinforced through comprehensive training, and rigorous quality management.

It is our innovative solution to the need for dedicated behaviour support.



Austen Smyth
TRFS Chief Executive

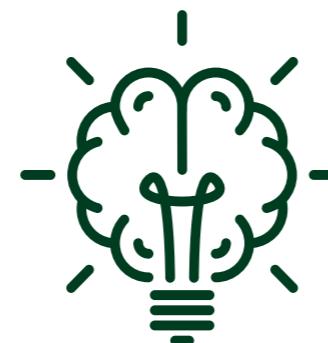


Positive Behaviour Support Team

Delivering expert led specialist support to individuals who may otherwise find it difficult to live ordinary lives in the community.

We are a **leading care sector provider of PBS** having established Scotland's first, and to date the only, fully dedicated PBS team since 2004.

Overseen by an Executive Director and led by our Head of Complex Needs, the PBS Team comprises of **11 members** who are embedded within our regional service teams **providing in situ specialist support**.



Each team member has in-depth knowledge and experience of using the multi-element model of Positive Behaviour Support.



Recognised experts in the field, the team received the British Institute of Learning Disability (BILD) **award for 'Innovative Practice in PBS'** in 2010 and again in 2016. In 2019 the team were nominated for a Scottish Social Service Award for their work on 'Active Support' training.



bild

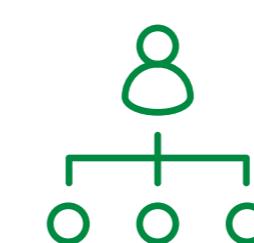
What the PBS Team Deliver

Our Positive Behaviour Support Advisors provide intensive input in services. This includes working closely with managers, spending time in services with staff and direct work with supported individuals.

How the PBS Team Deliver

The team are involved in supporting people with complex needs and challenging behaviours across 28 local authority areas. In 2019 the team provided direct support in services to **43 individuals** with challenging behaviour and training to over **500 staff** within the organisation.

Our work includes:



Providing Functional Assessments:

To better understand complex and challenging behaviour.



Multi-element support strategies:

We recognise that behaviours can be multi-functional so we use a range of support strategies to address this.



Proactive and reactive approaches:

We work to change behaviour over time, not just stop it when it occurs.

Positive approaches:
We do not use aversive strategies.

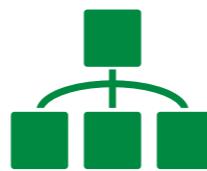


Focus on outcomes that improve quality of life:
Our holistic approach ensures that there are positive life changes for individuals.



Complex Needs Learning Pathway

Our workforce lead the way in the delivery of high quality personalised support.

1**Induction**
(First month)**2****Service/Person Specific**
(First 3 months - not everyone does all courses)**3****Organisational**
(First 6 months)**4****Developmental****5****SVQ**
(After 18 months)

All of our Complex Needs Support Practitioners receive training and professional development that is tailored around the specific needs of the people they support. We provide this through our comprehensive 'Complex Needs Learning Pathway' through which practitioners gain recognised social care qualifications.

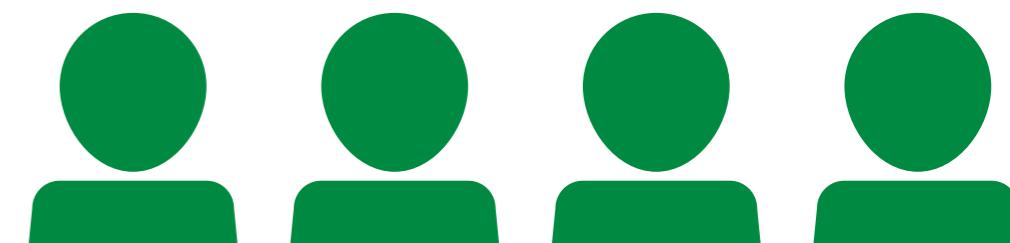
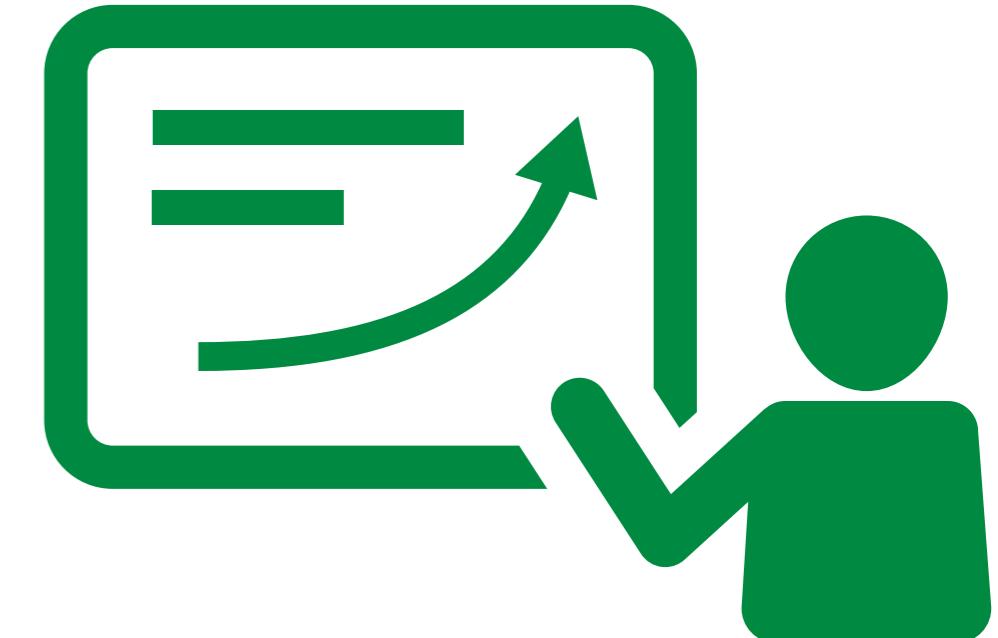
Core Values
Adult Support and Protection
Moving and Handling E:Learning and Face to Face
Health and Safety (E:Learning)
Medication Awareness (E:Learning)
CALM Training

Moving and Handling Person Specific
First Aid Choking
Learning Disability
Epilepsy
Buccal Midazolam
Autism level 1/2/3
Scottish Mental Health First Aid
GDPR
Introduction to Positive Behaviour Support
Food Hygiene
Infection Control
Personality Disorder
Criminal Justice Awareness
Older People: Supporting the Ageing Process

Support Planning
Guided Conversations
Dealing with Complaints
Active Support
Continuous Improvement
Customer Service

Autism Certificate
Dementia Skilled
Professional Development Award
Practice Leadership Certificate
Infection Control

Level 2/3





Award Winning PBS Training Programmes



506
Staff trained
in 2018-19

Introduction to PBS

This course provides the theoretical knowledge to identify behavioural issues and equips staff with the skills to practice as part of a PBS model of support.

Active Support

This course teaches staff how to find, support and involve people with complex needs and challenging behaviour in every aspect of daily living with a particular focus on increasing involvement in community participation and developing relationships.



578
Staff trained
in 2018-19



Practice Leadership Certificate

A six month programme that equips participants with the skills to share best practice and mentor others working in complex needs services. It develops quality monitoring skills to promote best practice on the 'floor'. The course involves a blend of classroom and in service 1:1 mentoring from a specialist Behaviour Support Advisor.



35
staff successfully
completed the
programme in
2018-2019

The observation skills of staff participating in the programme are measured using the PBS Academy 'Observation Checklist' tool that includes pre, post and six month follow up assessment.



76-94%
increase in the use of
Active Support in service
practice was noted
following evaluation



Professional Development Award in the Management of Behaviour Support

Developed for frontline staff in services supporting individuals who have or may have behaviours of concern. This course provides the theoretical knowledge to identify behavioural issues and equips managers to work competently and effectively with the skills to practice as part of a PBS model of support.



62
of our frontline
managers have
achieved this
qualification



Partnership Working



Sharing Skills & Knowledge

We are committed to integrated and joined up support for people with complex needs. A key part of this is sharing our own experience and expertise so that other professionals are equipped with the understanding and skills they need to be able to provide the best possible support:

We represent the social care sector as part of the Scotland PBS Community of Practice Steering Group, shaping the future of PBS in Scotland.



We publish the outcomes of our work in the International Journal of PBS, contributing to research in the field and sharing good practice.



Worked in partnership with Edinburgh based carers support agency, Parents of Autistic Spectrum Disorder Adults (PASDA) to develop family carer's training and family carer's retreats.



The Challenging Behaviour Foundation

We work in partnership with the Challenging Behaviour Foundation (CBF) providing Positive Behaviour Support Training in Scotland.

bild

We work in partnership with the British Institute of Learning Disabilities as UK consultant trainers in Active Support.



50

We worked in partnership with Edinburgh City Council, East Lothian and Renfrewshire Council providing bespoke training in Positive Behaviour Support for over **50 family carers** in Scotland.



We have worked in Partnership with North Lanarkshire Council providing in depth behavioural training to education services. The programme included **six months** of intensive workshops and mentoring to 12 principal and classroom teachers across seven schools.



Your work using the multi element model was outstanding ... it was quite humbling for us to see so concretely the influence we have had on your work and to hear first hand how your work is influencing the quality of life for the people you work with.

**Testimonial from Gary La Vigna,
Director of the Institute for Applied
Behaviour Analysis**



We have been impressed by the wealth of knowledge, experience and creativity TRFS have brought to our carers; we have enjoyed the work we have done with them so far. The feedback we have received from the PASDA carers who have taken part in TRFS supports has mirrored our own impressions.

PASDA Edinburgh



TRFS Active Support approach is a great example of cascading knowledge to colleagues and delivering person-centred care.

**SSSC Care Accolades,
Judge's comments 2019**





We are committed to reducing the use of restrictive practices.

Award Winning Approach

In 2019 we were awarded by the UK Restraint Reduction Network as the winner for Innovative Practice in Restraint Reduction (Social Care Setting) for our restrictive practice process.



There has been an **11% increase** in the number of people referred to our services with one or more agreed restrictive practices in place since 2014. As part of our commitment to helping people feel safe and lead their life, we are focused on reducing the use of, and need for, restrictive practices.



Our process includes rigorous governance to ensure restraint reduction is monitored and reviewed at all levels within the organisation.

This includes annual reporting at Directorate and Management Committee level outlining the number of individuals with a restriction in place, level of use per month, progress made towards reducing the frequency and duration of use and clearly defined recommendations.



Senior managers are provided with quarterly summary reports to inform on progress made for individuals within their region of responsibility. Information is also cascaded to frontline staff through quarterly newsletters outlining best practice guidelines and good news stories of restraint reduction within their region.



This work is led by our dedicated Restrictive Practice Advisor who works in collaboration with Support Practitioners and Team Managers to create a restraint reduction pathway for every individual where a restriction is in place.





Restraint Reduction Process

-  01 **Service Visits**
Individualised in-service support from the Restrictive Practice Advisor.
-  02 **Individual Restrictive Practice Reduction Plan**
In 2019 we created 135 action plans.
-  03 **Specialist PBS training**
Upskill all levels and link teams with the Behaviour Support Advisors.
-  04 **Deliver Restrictive Practice workshops**
In 2019 16 workshops provided across services.
-  05 **Area Summary Reporting**
4 Regional good practice guides and findings.
-  06 **Regional newsletters**
9 service level newsletters sharing good practice and achievements.
-  07 **Ongoing drop in surgeries**
16 advice and mentoring supporting days across regions.

Restraint Reduction

What we achieve:



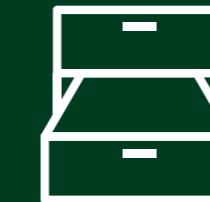
51%

Within one cohort of supported people (2017-19) we achieved a **51% reduction in the use of physical intervention.**

0



Zero use of prone restraint (face down physical intervention) in the past five years.



8%

An **8% reduction in the use of environmental restrictions** such as locking a kitchen drawer.

23%



Between 2017 - 2019 the use of **seclusion was reduced by 23%**.



0

Zero increase in the use of technological restrictions (e.g. CCTV).

7



Seven people we support have had all medical restrictions removed in the last year.



National Autism Strategy

Strategic and Specialist Autism Support



335



39

We support approximately **335 people** who are Autistic. Since 2014, we have published Autism Strategies that outline the support we provide to supported individuals, their families and stakeholders.

Our goal is to provide autistic individuals with the best quality service available and to become a leader in the field of autism service provision. We aim to be recognised as a best-value provider of specialist, high quality, person centred services which support people to live in their local community.

Our **dedicated National Autism Advisor** leads on the implementation of our strategies and leads a wider team of **39 Autism Resource Workers** that provide localised operational support, guidance and training in relation to Autism.



Callum McCrosson
National Autism Advisor

Autism Skills Development

When the new NHS Education for Scotland training framework, 'Optimising Outcomes' was launched in late 2014, TRFS decided to adopt this as our approach to autism training also. By employing this framework we are able to evidence best practice in our approach to training our staff to work with people with autism.

In 2016 we also developed an **autism qualification, unique to TRFS**, in order that we can get our managers, and our support staff, qualified with an autism-specific qualification. Autism Resource Workers complete our bespoke training certificate in 'Outcome based support planning for people with Autism' that is credit rated by Edinburgh Napier University and worth 30 Credits at SQA level 8 (HND equivalent).

We have developed our training so that **every role in the organisation can be cross-referenced to a level within the Optimising Outcomes Framework**. As staff progress along the Complex Needs Learning Pathway they complete increasingly specialist Autism training moving from level 1 (core competency) to level 3 (advanced) and level 4 (credit rated Autism Certificate).

Autism Training Framework

Interactive E:Learning

- For all TRFS staff
- Understanding Autism
- Practice led knowledge development

Classroom Training

- For staff supporting autistic people
- Implementing sensory profiles and augmented communication methods
- Putting knowledge into practice

Credit-Rated Certificate

- Developing local specialist practitioners
- Enhanced support planning and review skills
- Evaluating outcomes





P Positive Pathways

Practical Support for Families and Carers

An innovative and award winning programme of support for family carers of people who are experiencing behavioural and emotional difficulties. Delivered since 2012, Positive Pathways blends face to face, group and online training and support. Participating families receive training in:

- Introduction to Positive Behaviour Support
- Exploring reasons for behaviours that challenge
- Strategies for managing difficult times
- Communication and understanding

A network of support



490 carers have participated in E:Learning



289 carers have attended classroom training



48 carers received one to one training in their home



Support delivered across **14** H&SC Partnerships

Making a real difference

An initial evaluation was published in the Good Autism Practice Journal in 2013 and revealed a significant impact for families in:

- Reducing the level and severity of challenging behaviour
- Reducing carer's stress
- Increased feeling of wellbeing

A follow up evaluation in 2015 revealed



40% reduction in the severity of challenging behaviour nine months after completing the training programme.



60% of carers continued to feel they had more choice in their caring role.



I feel more informed, have a better understanding and now feel confident in going forward working together with my son through difficult times.

As a direct result of this training and especially the 1:1, my son has improved quality of life and wellbeing.

Course Participant



Property & Accommodation

Recognising the importance of home

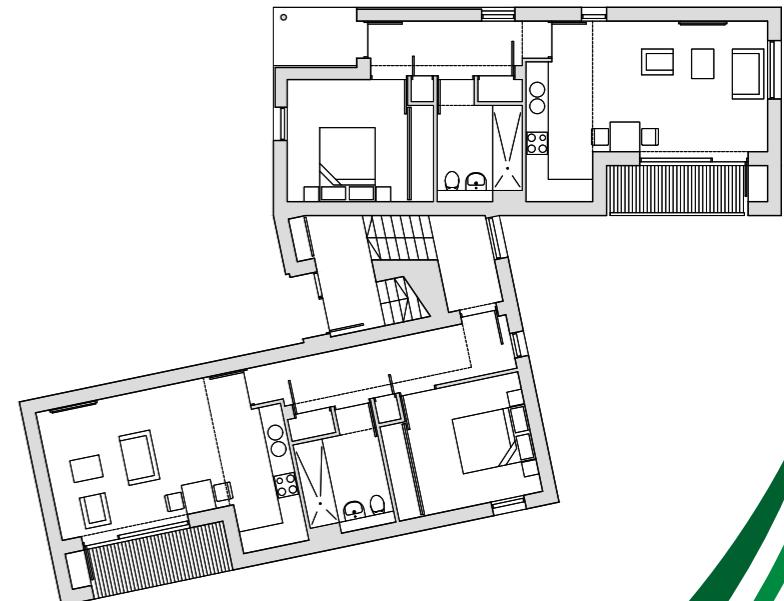
We are committed to helping people with complex needs to live happy, safe and fulfilled lives in their own homes and communities. We therefore take proactive steps to ensure that the right kind of homes and living environments are available for people that might otherwise require to be supported in different settings (e.g. hospital or other residential care facilities).

Our PBS Managers work hand in hand with our dedicated Properties Team to ensure people's homes are equipped to meet their needs, and that are of a standard that helps them achieve the outcomes that matter to them.

The Positive Behaviour Support Team provides **specialist environmental audits** to ensure all environments are tailored to meet the specific needs of each individual supported.



Kilrymond
Shower Room



Todhill
Ground Floor Plan



Kilrymond
Kitchen & Bedroom

Property Solutions

Since 1994, we have invested £4.5 million in purchasing and refurbishing properties for the people we support. This includes homes with bespoke interiors for 13 people with complex needs and behaviours of concern. A good example of these interiors can be seen in our new Kilrymond service in Fife. We support a further 20 people in our bespoke flat based accommodation at our Rowan Wynd Service in Paisley.

In the last 24 months we have pioneered a modular build approach for accommodation for people with complex needs. These properties are designed to fit naturally within community settings and are furnished and designed around the needs of supported people. Furthermore we have invested in a £2.3 million capital build project at Todhill in North Ayrshire.



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