



TRAINING CONSULTANCY SUPPORT

INTRODUCTION

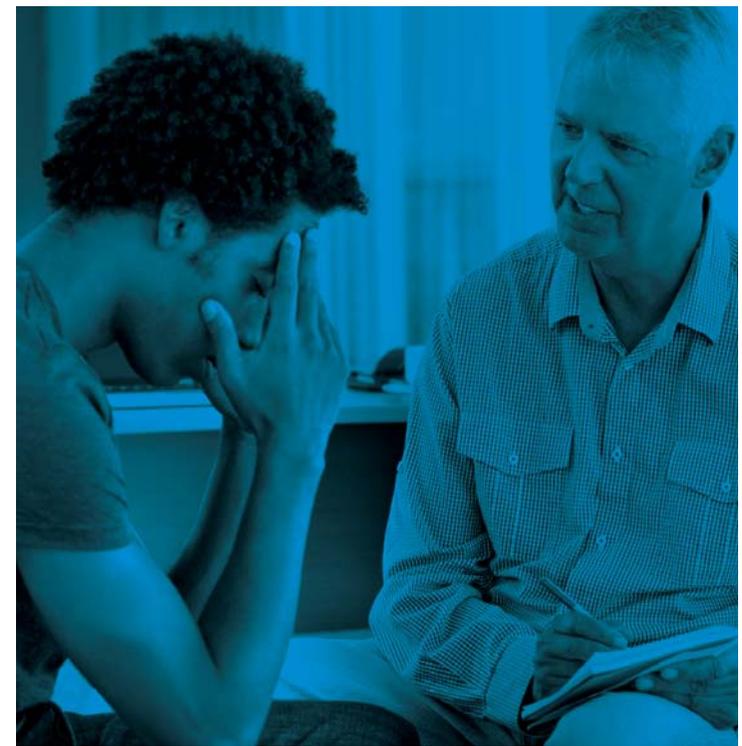


THE SUCCESS OF CALM TRAINING HAS RESULTED FROM A COMMITMENT TO EVIDENCE BASED PRACTICE.

CALM Training is based not on opinion but on an analysis and synthesis of the most robust evidence and credible theory presently available and works to honour these commitments.

- A commitment to customer service that focuses on partnership. CALM consistently delivers the lowest injury rates in independent and government funded research.
- A commitment to quality assurance. CALM has robust quality assurance arrangements designed to protect CALM using agencies from litigation. No CALM Quality Assurance compliant CALM using agency has ever been successfully sued for injuries relating to the use of physical intervention.
- A commitment to meet and exceed relevant sectoral standards. CALM was one of the first physical intervention training providers to be accredited by the British Institute of Learning Disability (BILD) and has consistently been praised during audit for exemplary practice.





We provide training and organisational consultancy in the field of behaviours that challenge, PBS Planning, the prevention and safer management of challenging behaviours and the reduction of restrictive practices.



Physical
Interventions
Accreditation
Scheme



We believe that most Violence and Aggression programmes are ineffective because they are based on a set of false assumptions about the causes and solutions to aggressive or challenging behaviour.



WHAT WE DO



CHALLENGING BEHAVIOUR INCLUDING VIOLENCE AND THE USE OF RESTRICTIVE INTERVENTIONS ARE HIGH PROFILE SOCIAL POLICY ISSUES ACROSS MANY SECTORS.

Successive national reports have confirmed that crisis management training, currently delivered by upwards of 700 UK training providers, has become the principal organisational response to workplace aggression and is now a major industry. Indeed its provision is effectively mandatory under current Guidance and Legislation.

We believe that most Violence and Aggression programmes are ineffective because they are based on a set of false assumptions about the causes and solutions to aggressive or challenging behaviour. They operate within, and thereby promote, a “False Paradigm” which remains a major impediment to the development of safe effective human services.

CALM’s programmes reflect the emphasis in the literature on the importance of developing supportive and positive organisational cultures and practices.

Whilst our programmes do address de-escalation and communication skills they employ a holistic approach which recognises that organisational factors invariably determine the level of challenging behaviour encountered and the safety of both service users and staff.

We provide training and organisational consultancy in the field of behaviours that challenge, PBS Planning, The Prevention and Safer Management of Challenging Behaviour and Restraint Reduction. Physical Intervention and Escape Training is also provided where identified as necessary via behavioural audit and risk assessment processes. Train the Trainer programmes are also available.

We offer bespoke tailored courses for all sectors of social care, health and education, providing sector and population specific theoretical components and physical skills modules including where applicable restrictive physical intervention skills, escapes/breakaway techniques, and small holds techniques – pre-5’s.

Our typical training program comprises:

Module 1:

The Prevention and Safer Management of Challenging Behaviour

Module 2:

Physical Holding

HOW WE DO IT



BY SEPARATION OF IT'S TWO MODULES, MODULE 1: THEORY (THE PREVENTION AND SAFER MANAGEMENT OF CHALLENGING BEHAVIOUR) AND MODULE 2: PHYSICAL SKILLS.

CALM offers a flexible approach which allows user agencies to match the delivery model to their abilities and needs. We will support and advise user agencies to identify the skills mix to support the development of effective learning plans.

The Associates programme accredits in house staff to deliver CALM theory module 1, and involves a comprehensive programme of teaching, guided reading, training and assessment, We believe that this approach equips trainers with an in depth understanding of best practice in the prevention and safer management of challenging behaviour not just at the level of the individual but the team, unit and whole organisation. Our experience is that this robust approach to preparation generates significantly better outcomes from training.

The shorter Instructor programmes accredits staff to deliver the CALM module 2 (Escape, Physical Interventions, Small Holds, etc.).

User agencies can therefore become self-sufficient i.e. they can train their own staff to deliver both Modules 1 and 2, or adopt a 'mixed model' of training e.g. commission CALM Training to deliver Module 1 courses with their own professionally qualified, experienced group of trainers, and then deliver Module 2 with their own CALM Instructors.

The quality of training courses is directly dependent on the quality of training staff. CALM Training has a rigorous staff recruitment policy. All staff are directly employed. We do not franchise thereby ensuring strict accountability and quality assurance.

All staff are professionally qualified and have considerable operational and management experience in the fields in which they train.

We only employ professionally qualified staff as trainers. Our current staff compliment holds a variety of qualifications – suited to delivering training across the service sectors within which we work. For example, Dip SW/CQSW/BA (Dip SW), RGN, RMN, Dip CE, B.Ed. are a range of qualifications currently held by our trainers.



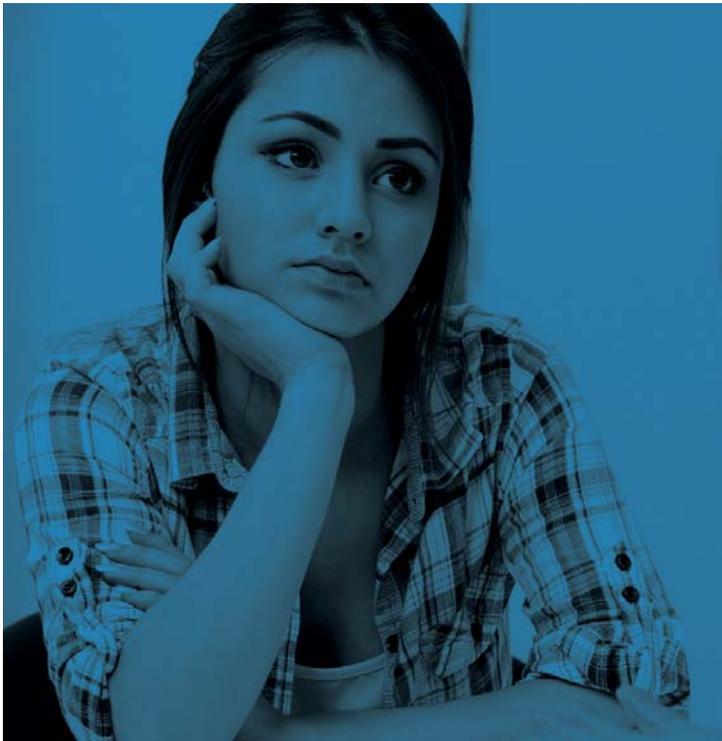
WHO WE DO IT FOR

CALM Training is the longest established specialist challenging behaviour and violence reduction company in Scotland.

We currently provide training in the field of behaviours that challenge to around 400 agencies across the private, local authority, independent and voluntary sectors – in all UK jurisdictions, Ireland and in America. We support many of the UK's largest providers of health, social care and education service provision.



CALM training modules are context specific, customised to the needs of individual services and based on the best practice and underpinning research conclusions for the individual service. All CALM courses are mapped to current guidance and occupational standards.



OFFERED PROGRAMMES



WE HAVE A WIDE RANGE OF TRAINING PROGRAMMES TO SUIT DIFFERENT REQUIREMENTS.

CORE

Module 1: The prevention and safer management of challenging behaviours in the following sectors:

- Education Services
- Childcare
- Intellectual Disability
- Services for Older People
- Older Adults with Dementia
- Parents and Carers including Foster Carers

Module 2: CALM Physical Skills Training:

- Physical Interventions
- Escapes
- Small Holds

Train the Trainer Programs:

- CALM Associate
- CALM Instructor

COMPLIMENTARY

- Trauma Informed Practice
- Stress Management
- Restrictive Practice Reduction
- Operational Debriefing
- Risk Assessment
- Communicating in a crisis
- Management a CALM Service for Managers
- Staff Supervision
- The CALM Classroom
- Mindfulness
- Suicide and Self Harm

CONSULTANCY

Organisation, Team or Individual focus on the Prevention and safer management of challenging behaviours in services.



TESTIMONIALS



Children's Services

"(Questionnaire) found 90% of those responding stated that they find CALM de-escalation skills useful in their everyday work, with diversionary skills being the most frequently employed."

Local Authority

"Managers report that CALM has increased the confidence of their staff group and consolidated team working and overall competence."

Local Authority

"Over the 3 month period a total of 91 physical interventions were reported, plus numerous low level interventions. No child or young person was reported being in any way injured."

"CALM especially appears to have been successfully introduced in local authority establishments."

Registration & Inspection

"Restraint of young people had significantly reduced following appropriate staff training; CALM technique has had a significant impact on the care and welfare of young people and the general running of the centre."

Social Services Inspectorate

Child Care: Secure Unit

"When it has been necessary to restrain a young person the whole procedure is managed sensitively and safely."

Voluntary Sector: National Adult Learning Disability Service

"CALM training is proving to be a highly respected and valued opportunity for staff to build their skills and gain confidence. The training provided is of high quality and feedback indicates the direct benefits this is having on the service."

Education Authority

"CALM training has proved successful in pilot schemes at Cordyce School in Dyce, Aberdeen, where there has since been a reduction in temporary exclusions and violent incidents."

*Director of Education, Aberdeen City Council,
Glasgow Herald*

"They don't use restraint here - they use CALM - It doesn't hurt."
14 Year Old Scottish "Looked After" Young Person

Resident: Methodist Children's Homes, Macon, Georgia

"Other places used Basket Holds. Before I used to fight back, but I like the way of this place because I can get away and talk to staff. Other places were more physical. This one is safer. If I had a choice, I like CALM. I like it because there are more warnings."

Services for Older Adults: Older Adults with dementia

"If I had known what the service user was experiencing and how to communicate much earlier in my career I could have prevented so many incidents. Why weren't we told this before?"

CALM dementia course participant

Much more than a Training Course

"I can honestly say it has been the most beneficial training that we have received to date in this area... I would recommend this training to other organisations, so many thanks."

"The immediate response that you were asked to provide in terms of advice and service has generated a greater sense of safety for all involved... if only all external agencies were as efficient."





Being CALM Trained enables us to manage unsafe behaviour much more effectively and with increasing awareness of underlying factors... I would commend this training for all.





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Physical
Interventions
Accreditation
Scheme