



## Positive Behaviour Support - Policy

Date of this Policy	Next Planned Review date
10/10/2024	10/10/2025
Policy Owner	Policy Director Lead
Head of Applied Psychology	Director of Therapeutic Services

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Printed on: \_\_\_\_\_ (Date) By: \_\_\_\_\_ (Name)

Signature: \_\_\_\_\_

## **1 Policy Introduction**

### **1.1 Policy Statement**

At Hesley Group, we are committed to adopting and implementing Positive Behaviour Support (PBS) across our organisation. This policy serves as a guideline for our staff, ensuring a comprehensive understanding and application of PBS. Our aim is to enhance the quality of life for the people we support by implementing an approach that is grounded in the values of respect for people's rights and person-centred practices.

### **1.2 Scope**

This policy applies to all staff within Hesley Group, encompassing our Education, Care/Support, and Therapeutic Services. It is designed to meet the needs of individuals who may engage in behaviours of concern, impacting their social interactions, education, and community involvement. This policy outlines the responsibilities of staff in supporting people positively and effectively.

### **1.3 Purpose**

The primary purpose of this policy is to:

- Ensure that all staff are adequately informed about the principles and practices of PBS.
- Promote an environment where people we support can thrive in a safe and positive setting.
- Foster high standards of behaviour in our staff and tailor responses to the individual needs and circumstances of each person we support.
- Provide necessary training and resources for staff to implement individual positive behaviour support plans effectively.
- Safeguard the safety and rights of our staff and the people we support.
- Ensure that any necessary interventions are conducted safely and appropriately, with accurate recording and appropriate follow-up.

This policy is overseen by the Director of Therapeutic Services, ensuring its effective implementation and adherence within Hesley Group.

## **2 Policy**

### **2.1 Corporate Accountability and Governance**

The Director of Therapeutic Services is the lead for PBS for Hesley Group and reports directly to the Hesley Group Board. They are responsible for the implementation of positive behaviour support, and reducing restrictive interventions.

The Hesley Group Board will maintain and be accountable for Hesley Group Positive Behaviour Support Policy and associated documents and guidance and also the training programme used by Hesley Group aimed at restrictive intervention reduction.

The Hesley Group Board, via the Safeguarding and Quality Governance Board, will approve annually the content of training delivered to employees in PBS and the reduction of restrictive practices.

The Hesley Group Board, via the Safeguarding and Quality Governance Board, must ensure that internal audit programmes include reviews of the quality, design and application of Positive Behaviour Support plans or their equivalents, and must receive and develop actions

plans in response to an annual audit of behaviour support plans.

Hesley Group will have in place and maintain an up to date governance structure and transparent policies around the use of restrictive interventions.

## 2.2 We Will

Ensure there is appropriate training in place for all relevant employees.

Ensure all staff understand they are accountable for their own practice.

Work alongside all parties to ensure individuals using our services are supported in line with legislation.

Provide support and guidance for relevant employees to understand the legislation and then apply it in their work with the individuals we support.

Ensure the resources and tools are in place to ensure Positive Behaviour Support is implemented consistently and effectively.

## 2.2 You Will

Registered Managers will:

- Ensure that service commissioners are informed, through locally agreed procedures, about restrictive interventions used for those for whom they have responsibility

Managers will:

- Ensure Positive Behaviour Support is integrated into people's care and support plans, that people's rights are respected and they are supported to have a good quality of life.
- Ensure that behaviours of concern are understood as an expression of unmet need and seek to understand the purpose that behaviours serve for an individual.
- Work as partners with people supported, their families, carers and advocates, to identify support strategies.
- Work collaboratively with other professionals to ensure specialised assessment and intervention.
- Ensure people are supported within a positive risk taking approach, to have new and enjoyable experiences.
- Ensure that no punishment or aversive-based approaches are used.
- Ensure that where restrictive practices are used, this is as a last resort to ensure safety.
- Monitor the implementation of Positive Behaviour Support interventions using a variety of methods which include electronic recording systems and direct observation.
- Monitor the use of restrictive practices and work towards their reduction and elimination.
- Ensure that people supported and their staff members receive post-incident debriefs, to provide support and to conduct review and reflection so that lessons are learned when incidents occur.
- Ensure they complete appropriate training.
- Ensure staff complete appropriate training.
- Ensure staff receive appropriate practical and emotional support to be able to carry out the duties of their role.

All staff will:

- Be aware they are accountable for their own practice as set out the Code of Conduct Standards for Employees, Per 4.9.1.
- Follow all care and support plans, including Positive Behaviour Support plans and risk assessments, ensuring that people's rights are respected and they are supported to have a good quality of life.
- Work as partners with people supported, their families, carers and advocates.
- Contribute to specialist assessment.
- Complete all recording systems as required.
- Ensure they complete appropriate training.

### **3 Monitoring and Compliance**

Every incident will be documented in the 'Ulysses' electronic system. This documentation includes a comprehensive account of the incident, the behaviours observed, and the approaches used, particularly noting any restrictive interventions. Additionally, subsequent actions taken in response to the incident are recorded.

The Ulysses system is equipped to generate detailed data reports, enabling managers and clinicians to track and evaluate incidents at both an individual, service and organisational level. This capability is crucial for identifying triggers and patterns in behaviour and reviewing the effectiveness of PBS plans. The incident analysis informs the completion of functional behavioural assessments, which are essential in formulating individualised plans for the people we support. Furthermore, this system aids in recognising and acknowledging the progress made.

The Quality Team will complete annual service reviews which include a review of Positive Behaviour Support implementation and integration within the service.

The Hesley Group Board receives regular information in relation to the number of behaviour incidents, high risk rated incidents and information about the completion of PBS training along with updates from the Safeguarding and Quality Governance Board about the progress of restrictive intervention reduction programmes.

The Hesley Group Board, via the Safeguarding and Quality Governance Board, will request and receive reports in respect of services and individuals as required. The Board will develop and approve an action plan in response to the annual audit of behaviour support plans.

### **4 Related Legislation and Guidance**

The law in relation to Adults' Social Care Services is set out within the Health and Social Care Act 2008 (HSCA) and the associated Regulations and Standards, The Care Act 2014, Mental Capacity Act 2005 and MCA Deprivation of Liberty Safeguards 2009. Additionally, there is national Guidance in the form of the National Institute for Clinical Excellence standard for Learning Disability and Challenging Behaviour (2015) and Positive and Proactive Care (DH 2014) and the Restraint Reduction Network Standards 2019.

The law says that it is an offence to restrict someone's liberty or impose physical restraints without proper assessment and due process having taken place.

The HSCA Regulated Activities Regulations 2014 are administered by the Care Quality Commission. Regulation 12: Safe care and treatment provides the following guidance:

12(1): Providers must provide care and treatment in a safe way.

12(1): Providers should consult nationally recognised guidance about delivering safe care and treatment and implement this as appropriate.

This includes:

12(2)a: Risk assessments relating to the health, safety and welfare of people using services must be completed and reviewed regularly by people with the qualifications, skills, competence and experience to do so. Risk assessments should include plans for managing risks.

Assessments, planning and delivery of care and treatment should:

- be based on risk assessments that balance the needs and safety of people using the service with their rights and preferences
- include arrangements to respond appropriately and in good time to people's changing needs
- be carried out in accordance with the Mental Capacity Act 2005. This includes best interest decision making; lawful restraint; and, where required, application for authorisation for deprivation of liberty through the Mental Capacity Act 2005 Deprivation of Liberty Safeguards or the Court of Protection.

4.1 The Mental Health Act 1983:

This act provides a legal framework for the treatment and care of individuals with mental health conditions. It includes provisions for the use of interventions and the protection of individual rights.

4.2 The Care Act 2014:

This legislation outlines the duties of local authorities in providing care and support for adults. It emphasises person-centred care and the importance of considering individual well-being.

4.3 The Equality Act 2010:

This act protects individuals from discrimination and promotes equality of opportunity. It ensures that all individuals receive support that respects their diversity and individual needs.

4.4 Positive Behavioural Support Competence Framework:

This framework provides guidance on the skills, knowledge, and values required to implement PBS effectively. It is a key resource for professionals working in the field.

4.5 Human Rights Act 1998:

This act incorporates the European Convention on Human Rights into UK law. It is crucial in ensuring that support respects the human rights of individuals, including the right to a private and family life, and freedom from inhuman or degrading treatment.

- 4.6 Health and Social Care Act 2012:  
This act sets standards for health and social care services, focusing on the quality and safety of care. It underscores the importance of delivering care that is safe, effective, and responsive to people's needs.
- 4.7 NICE Guidelines:  
The National Institute for Health and Care Excellence (NICE) provides evidence-based guidance and advice for health and social care. NICE guidelines offer best practice advice on the care and support of individuals with specific health needs.
- 4.8 Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England:  
This code outlines the standards of conduct, behaviour and attitudes expected of social care workers. It emphasises the importance of accountability, as well as the promotion and upholding of dignity, rights, health and wellbeing of individuals.
- 4.9 Positive and Proactive Care; Reducing the need for restrictive interventions 2014.  
This Department of Health document provides information and good practice guidance for adult health and social care services on restrictive interventions. It identifies key actions that will better meet people's needs and enhance their quality of life, reducing the need for restrictive interventions. It also sets out mechanisms to ensure accountability for making these improvements, including effective governance, transparency and monitoring.  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/300293/JRA\\_DoH\\_Guidance\\_on\\_RP\\_web\\_accessible.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/300293/JRA_DoH_Guidance_on_RP_web_accessible.pdf)
- 4.10 A positive and proactive workforce (2014).  
This joint Skills for Care and Skills for health guide for workforce development is for commissioners and employers seeking to minimise the use of restrictive practices in social care and health. It focusses on developing a workforce that is skilled, knowledgeable, competent and well supported.  
<http://www.skillsforcare.org.uk/Documents/Topics/Restrictive-practices/A-positive-and-proactive-workforce.pdf>

## **5 Other Policy References**

- 5.1 Health and Safety Policy, H&S 1.1
- 5.2 Accidents - Policy H&S 1.2
- 5.3 Near Miss Reporting - Policy H&S 1.3
- 5.4 First Aid - Policy H&S 1.15
- 5.5 Prevention and Control of Violence and Aggression, H&S 1.19
- 5.6 Safeguarding Adults at Risk, P&S 2.1
- 5.7 Mercury College Safeguarding Adults at Risk Policy, P&S 2.1MC
- 5.8 Supported Living Safeguarding Adults at Risk Policy, P&S 2.1SL
- 5.9 Workforce Development, Policy Per 3.1



- 5.10 Code of Conduct Standards for Employees Per 4.9.1
- 5.11 Care and Health Support Policy, P&SS 5.3
- 5.12 People's Rights and Having a Say Policy, P&S 5.8
- 5.13 Mental Capacity and Best Interest, P&S 6.4A,
- 5.14 Deprivation of Liberty Safeguards, P&S 6.4B;
- 5.15 Individual Risk Assessment and Management, P&S 6.11
- 5.16 Being Open – Duty of Candour Policy, Corp 8.1

## **6 Training and development**

All employees will receive appropriate training regarding Positive Behaviour Support at a level appropriate to their role.

Staff will complete a PBS training course which is refreshed annually. The training focuses on positive and proactive approaches to supporting people to have a good quality of life. The training curriculum is based on the competencies described in the PBS Competence Framework (PBS Academy) and the Restraint Reduction Network Standards (2019). This includes knowledge-based competencies (what the staff member needs to know) and skills-based competencies (what the staff member needs to do).

Alongside training in Positive Behaviour Support, all direct support staff receive training in crisis management. As part of this training, staff are taught a range of practical strategies for keeping people safe, further physical interventions can be taught following an audit of need, and within the context of a least restrictive approach to ensure safety of the person.

The company is currently working through a transition process, from using Therapeutic Crisis Intervention (TCI) to a package developed by Hesley Group called Positive Behaviour Support and Keeping People Safe. Employees on their induction from the start of January 2024 are trained in Positive Behaviour Support and Keeping People Safe, with the roll-out across all employees scheduled for completion during 2024.

Both TCI and Positive Behaviour Support and Keeping People Safe are BILD-ACT certified and meet the Restraint Reduction Network Standards (2019). Trainers are certified and refresh their knowledge and abilities as required by the certification standards.

Training provided at all levels will be compliant with the relative scheme(s) of accreditation, comply with the law, reflect Hesley Group policy and guidance and be based on current "Best Practice". Please see Hesley Group Workforce Development Policy, [Per 3.1](#), for further information.

All employees providing direct support will have completed PBS training during their induction before taking up their post. Direct support staff receive on-going support from their managers in relation to developing their competencies in relation to PBS, and from clinicians (based on identified needs).

## **7 Associated Documents**

- 7.1 Reducing Restrictive Practice Policy and Implementation Guidance - P&S 5.2.





- 7.2 Positive Behaviour Support Implementation Guidance - P&S 5.1A.1
- 7.3 Accident Incident Reporting Definitions - P&S 5.1A.2
- 7.4 Body Chart (to be attached to Incident Report Form) - P&S 5.1A.4
- 7.5 Steps of Incident Review and Recovery – Guidance Notes - P&S 5.1A.6
- 7.6 Post Incident Check-in Record - P&S 5.1A.6a
- 7.7 Post Incident Check-in Guidance - P&S 5.1A.6b
- 7.8 Visual Check in Guide - P&S 5.1A.6c
- 7.9 PBS Plan Template - P&S 5.1A.9
- 7.10 Monitoring Record - Post Intervention - P&S 5.1A.11
- 7.11 Positive Behaviour Support - Easy read - P&S 5.1A.13
- 7.12 Positive Behaviour Support and Active Support - P&S 5.1A.14
- 7.13 Learning Disabilities and Behaviour that Challenges Service Design and Delivery – P&S 5.1A.15
- 7.14 Risk Rating Schedule for Incidents, P&S 5.1A.2A.

## **8 Appendices**

- 8.1 Positive Behaviour Support Guide (United Response and Tizard)  
[Positive Behaviour Support - United Response](#)
- 8.2 Active Support Guide (United Response and Tizard)  
[Active support - United Response](#)
- 8.3 [Positive Behavioural Support - A Competence Framework – PBS Coalition 2015](#)  
[The PBS Academy UK | UK Positive Behavioural Support \(PBS\) Competence Framework](#)
- 8.4 [NICE Standard Challenging behaviour and learning disabilities: prevention and interventions for people with learning disabilities whose behaviour challenges – 2015](#)  
<https://www.nice.org.uk/guidance/ng11>
- 8.5 Restraint Reduction Network Standards  
<https://restraintreductionnetwork.org/know-the-standard/>
- 8.6 Gore, N. J. et al (2022). Positive Behavioural Support in the UK: A State of the Nation Report. International Journal of Positive Behavioural Support. Volume 12, Supplement 1, February 2022, pp. i-46(46)  
Available at: [Positive Behavioural Support in the UK: A State of the Nation Rep...: Ingenta Connect](#)
- 8.7 McGill, P, Bradshaw, Jill, Smyth, Genevieve, Hurman, Maria and Roy, Ashok (2020) Capable environments. Tizard Learning Disability Review, 24 (3). pp. 109-116. Available at: [PDF Proof.PDF \(kent.ac.uk\)](#)

