
DAY ONE

Introduction & Needs Assessment (approx 15 minutes)

To explain the scope of the course, establish the needs of the group.

Identify Essential Care (approx 45 minutes)

This module uses a simple concept to explore the range of care tasks undertaken by employees. The urgency of such tasks are discussed; from those that might be considered essential to those that are more appropriately delayed in the best interest of a service user. Employees who use this model to reflect upon their delivery of care will significantly reduce resistance.

Types of Restraint (approx 15 minutes)

This module introduces five types of restraint as identified by the Royal College of Nursing and discusses the relevance of each to the provision of essential care. The definition of Restrictive Physical Intervention is introduced, encouraging employees to consider the necessity of such practice.

Levels of Resistance (approx 60 minutes)

This module clarifies the difference between five levels of resistance. Case studies are used to facilitate discussion and check for learning on each level and to identify the sources of pressure, that typically lead to resistance.

SMART Principles (approx 45 minutes)

This module introduces a set of principles for best practice assessment, prevention, and post behavioural review. Employees working within this framework identify the potential for concern much sooner, modify their approach to the situation they face at any given time, and work to a common values base. Post training use of the SMART principles has led to many varied and transforming outcomes.

Gauging Resistance (approx 30 minutes)

This module explores a simple concept of looking, listening and testing for potential resistance. Employees that gauge resistance in this way are better prepared to support confusion, generate co-operation and avoid increasingly physical levels of resistance.

Essential Care Holding Timeline (approx 45 minutes)

This module introduces a structure to depict the overall management of essential care delivery at times when resistance is anticipated. Employees develop an understanding of this step-by-step approach to using restrictive practices, with the focus strongly placed upon restraint avoidance and reduction.

Mechanics of Breathing (approx 15 minutes)

This module stresses the need for accuracy within practice and the impact upon breathing when this is compromised. Employees develop an understanding of the major muscle groups that perform the mechanics of breathing and increase their awareness of situations that might lead to positional asphyxia.

Physical Intervention Techniques (approx 90 minutes)

This session introduces a range of restrictive and non-restrictive techniques, designed to support a service user who presents with resistance to essential care delivery. Restrictive techniques are only used against such resistance when deemed to be in the best interests of a named individual. Once health & safety considerations have been made, the appropriate range of techniques are demonstrated, coached, and repeated to ensure competence. Techniques identified through the behaviour audit process are:

- Pre-positioning (Seated - X Vest)
- One Person Stationary Holding (Seated)
- Two Person Stationary Holding (Seated)

DAY TWO

Brief Re-cap on Day One (approx 15 minutes)

Teamwork Rules & Roles (approx 30 minutes)

This module enables employees to reflect upon the roles required when restrictive physical intervention may become necessary. Employees consider the rules of teamwork that constitute best practice, increasing their awareness of how when broken, the situation leads to increased risk and further escalation.

Physical Intervention Techniques (approx 120 minutes)

This session introduces a range of restrictive and non-restrictive techniques, designed to support a service user who presents with resistance to essential care delivery. Restrictive techniques are only used against such resistance when deemed to be in the best interests of a named individual. Once health & safety considerations have been made, the appropriate range of techniques are demonstrated, coached, and repeated to ensure competence. Techniques identified through the behaviour audit process are:

- Pre-positioning (Laying)
- One Person Stationary Holding (Laying)
- Two Person Stationary Holding (Laying)
- Two Person Rolling

Physical Intervention Techniques (approx 90 minutes)

This session introduces a range of restrictive and non-restrictive techniques, designed to support a service user who presents with resistance to essential care delivery. Restrictive techniques are only used against such resistance when deemed to be in the best interests of a named individual. Once health & safety considerations have been made, the appropriate range of techniques are demonstrated, coached, and repeated to ensure competence. Techniques identified through the behaviour audit process are:

- Pre-positioning (Standing)
- One Person Stationary Holding (Standing)
- Two Person Stationary Holding (Standing)

Generating Co-operation (approx 45 minutes)

This module introduces a structure enabling employees to positively influence service users and generate their cooperation ahead of planned care delivery. Employees using this approach understand how and when to assess for the service user's quality of response.

Strategies to Reduce Resistance (approx 45 minutes)

This module revisits the case studies from earlier in the course. Discussion is facilitated to identify a number of strategies to prevent or otherwise reduce the potential for resistance at each of the five levels.

Reflection and Takeaways (approx 15 minutes)

Check for Learning, Evaluation, Questions & Answers taken during the day.

Safety Statement for: Reducing Resistance to Essential Care.

When participating in active physical practice there is always the slight risk of physical injury. Prior to completing the physical section of this course, the trainer will demonstrate the range of movements required to complete the skills.

You will be asked to complete a health questionnaire and advised to use your best judgement and inform the trainer of any relevant medical information that would compromise safety. The trainer retains the right to refuse to teach anyone that they believe is either unfit, unsuitable or inappropriately dressed to safely complete the course.

Please let your trainer know if you have any physical problems that would disqualify you from participating in the physical portion of the course. Things that should make you consider sitting out of the physical session are, if you:

- currently see a GP for a health problem or injury e.g. shoulder, neck, knee, back
- take medication for a heart condition, diabetes or high blood pressure
- have recently had surgery or are waiting for surgery
- have suffered a work related injury
- have brittle bones
- are pregnant

If after discussing any concerns with your trainer, you wish to continue, you will need to sign the health questionnaire to state that you have discussed your concerns and believe yourself to be fit to undertake the training. You need to understand that whilst trainers have first-aid training, they are not medical experts.

Stretch & Flex

Warming up conscientiously will reduce the likelihood both of incurring injury, and of excessive aches and pains. Prior to undertaking physical skills you will be required to complete supervised exercises.

Suitable Attire

Casual clothes that provide freedom of movement. Comfortable flat shoes (e.g. trainers). You will be asked to remove watches and jewellery e.g. rings with stones, dangly earrings and thick neck chains.

The trainer will introduce physical techniques that represent the scope of skills that you may need to manage aggressive behaviour at work. Skills are introduced at slow, medium and fast speeds. In our experience it is very rare for a participant to be injured in these practice sessions. The trainer will do his/her part to keep you safe and ask that you do your part to keep yourself and others safe. All techniques have their own safety considerations but you must be conscientious regarding safety.

You can stop at any time if the trainer asks you to practise a technique that you feel unable or unwilling to do. You can still participate actively by observing and encouraging colleagues. It is not a requirement for anyone to participate in the physical skills.