

# Reducing Resistance to Essential Care

## Taking great care to avoid conflict

The right care approach generates co-operation, breeds trust and understanding.

Sadly the wrong approach can lead to fear and distress which can escalate into resistance to the care that is provided.

NAPPI UK's new five-day RREC course aims to train trainers how to teach a proven care pathway that creates harmony and avoids conflict.

The Reducing Resistance to Essential Care Trainer Course covers theory and practical approaches, as well as how to put them across in training sessions.

**It is a must for care managers, practice supervisors and internal trainers.**



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# When good is not good enough ...

## Reducing Resistance to Essential Care training can help services aspiring towards, or wanting to retain, an outstanding rating.

Carers need a toolbox full of strategies, skills and approaches to help the people they support.

Smiles, friendliness, patience and knowing how to respond to reactions can ease tensions, fears and resistance. It makes life less stressful for those giving and receiving care.

A new RREC Trainer Course by NAPPI UK covers psychological and physical skills.

Modules Include:

- Levels of Resistance - assisting choice of appropriate responses
- Identify Essential Care - assessing the urgency of care tasks
- Generating Co-operation - exploring a proven, consistent style of approach
- A range of practical techniques (from non physical to approved restrictive techniques) - ensuring all essential care needs can be met

Full details of training available on request.

### Praise from a happy NAPPI client

"This course has been invaluable in helping give staff the tools and knowledge to develop their confidence. There are markedly fewer distressed behaviours as staff are more aware when to withdraw!" - Cheryl Henderson (Education Co-ordinator & Registered Manager, Elder Homes Limited)

NAPPI UK's Reducing Resistance Essential Care Trainer Course

For more details visit [www.nappiuk.com](http://www.nappiuk.com) or call 01723 353353.

## Giving carers confidence to deal with everyday dilemmas

To hold or not to hold? It is a dilemma often faced by carers as they strive to ensure a person gets the essential care they need.

Edith requires an urgent change of her soiled wound dressing. Her carers explain that they have come to make her feel more comfortable.

Edith shouts at them to leave her alone, but they continue because they know the dressing must be changed without further delay.



Edith seems scared and holds on tightly to her bedsheets.

Her carers are unsure whether to use restraint, but do so as it seems the safest option. Edith eventually calms down, but wants to stay in her bedroom for the rest of the day.

The carers remained concerned even though they had the very best of intentions. They reflected on their dilemma.

- Leaving Edith's wound dressing unchanged would have been seen as neglectful.
- But they also feared their use of unplanned restraint to carry out the essential care could also have resulted in injury and further criticism.

Resistance is best avoided by using the right approaches, but, if it has to be faced, it should be handled with consistent, clear and proven procedures.

NAPPI uk can show you how, through the highest quality training.