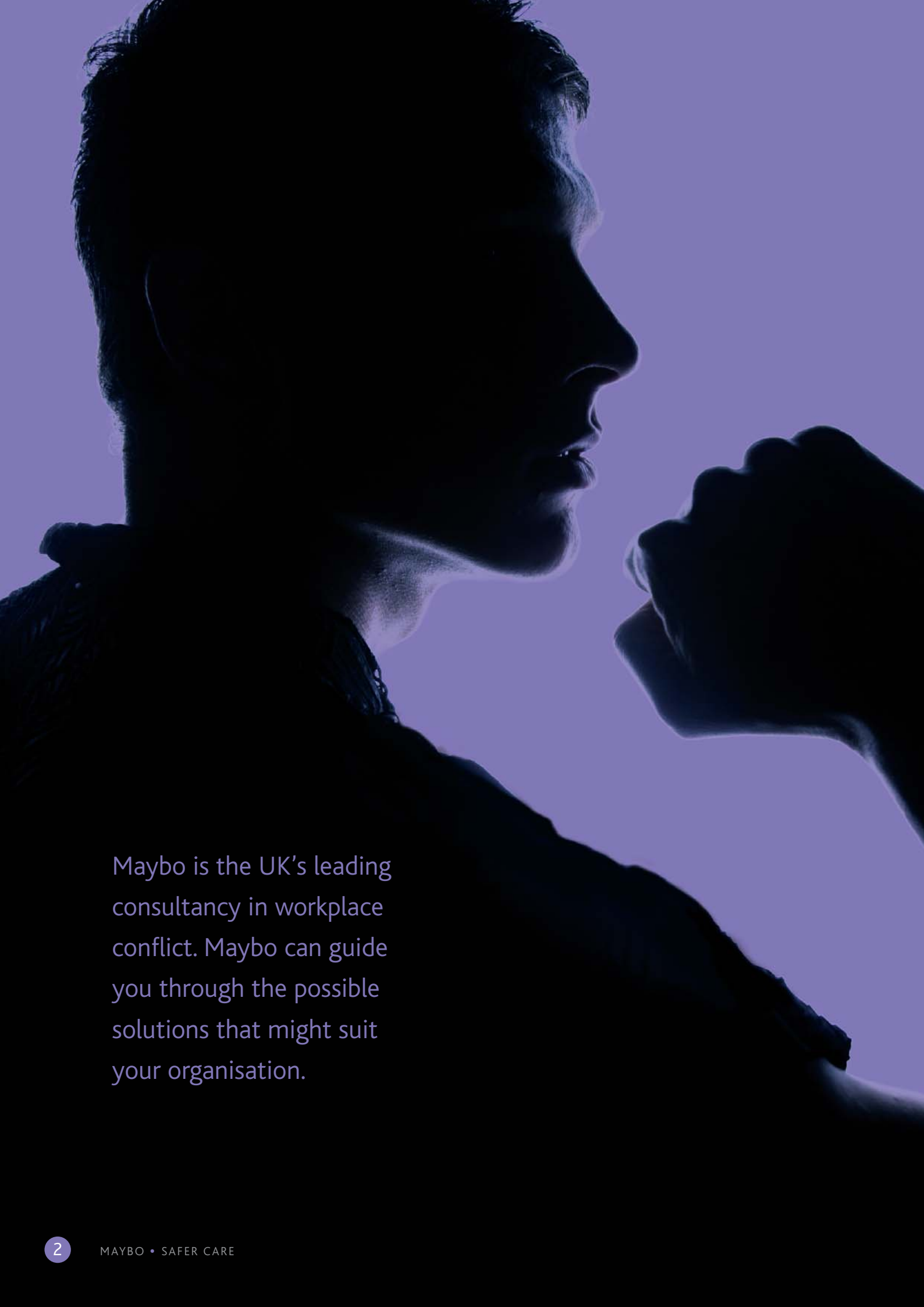




# SAFERcare



A silhouette of a man's face in profile, looking towards the right. A hand is raised near his face, with fingers slightly curled. The background is a solid, light blue color. The overall mood is contemplative and focused.

Maybo is the UK's leading consultancy in workplace conflict. Maybo can guide you through the possible solutions that might suit your organisation.

## CONFLICT COSTS

Employees providing education, care or support to adults and children can face difficult and challenging behaviour. In some care settings a quarter of staff are assaulted in any one year. There are many facets to consider: staff often fear assault or criticism and yet they are also concerned for the safety and well being of vulnerable service users.

There is a moral and business case for action. In the NHS alone the National Audit Office puts a “conservative estimate” on the cost of workplace violence at £173m. The true cost is greater when lost confidence, reduced performance and staff turnover is considered.

Many factors influence levels of conflict and assault and, in some settings, the use of restraint. Maybo helps employers reduce these, contributing to a safer and more positive environment for staff and service users.

## Solutions from the specialist

Maybo works at every level. It guides the primary response which is the action that can be taken by organisations and teams to prevent conflict situations arising. Maybo training also assists in secondary responses, which involve actions that can be taken by the individual on an interpersonal level to prevent conflict escalating to violence. Training of individuals may also be necessary to improve the tertiary response. This refers to action taken when violence is occurring and after it has occurred to prevent or reduce the potential for physical and psychological harm.

## SPECIALIST CONSULTANCY

Violence is a complex risk to manage and a strategy needs to be developed that tackles it on all possible fronts. The primary measures that Maybo can help you with are your policy, risk assessment, control measures along with incident and post incident management. You will receive the best violence risk management expertise in the UK as we draw on our extensive problem solving experience with a diverse range of employers and agencies.

## Full Review

A full review of work related violence examines the nature and extent of the risks and underlying causes will then inform strategy and identify practical, cost effective solutions. This process is a starting point for some and a health check for others seeking to refine their policy and strategy. Changes may be made to working practices, layout and design along with incident and post incident procedures.

Each review is tailored to meet your specific needs. We always take time to sit down with key stakeholders following any review to help them explore our findings and support them on the way forward as change and transition is often the hardest task. The Maybo consultancy service is simple to engage and charged on a day rate.



‘The training was very well received and as a result we have now put in place lone worker systems. The trainer was excellent and the training has changed the thinking!’

DRINKSENSE, AN ALCOHOL SUPPORT NETWORK



## Focused reviews and problem solving

Instead of a full departmental or organisational review, our specialists can target specific areas of concern such as high-risk roles or activities. We can help organisations address staff concerns and provide a balanced, objective approach to emotive issues such as protective equipment. Our specialists can advise on specifics such as violence risk assessment, reporting systems and risk registers.



## Creating management tools

Maybo can work with an organisation in the design and development of management tools and learning resources that contribute to a safer environment. Although the principles of violence risk management cross boundaries, every organisation has a 'unique makeup and Maybo helps design resources that fully embrace and integrate with the culture, goals, systems and values of the organisation. This makes change possible and is key to a sustainable organisational strategy.



## Training needs analysis

Training is one of the most significant and expensive control measures within a violence strategy. We can help you examine the risks and identify training that responds to the needs of particular roles. This analysis can reduce expenditure as it focuses resources on the priority areas and avoids 'sheep dip training'.

Face to face training may not be necessary for many staff and workplace learning and coaching can be highly effective. Maybo has unparalleled experience in designing the right blend of learning methods for the organisation, the staff and service users. The work is typically underpinned by a written analysis.

## Evaluation

When you spend money on workplace violence measures, you need to know whether they have brought improvements. Maybo prefers to build monitoring and measurement at the design stage, whether in relation to policy or training. Employers need to be confident that their efforts to reduce risk are effective, especially where so much is at stake for staff and clients/service users and the organisation.

‘I have worked in special needs education for many years and thought there was nothing new to learn in the area of conflict management. I was wrong. The Maybo course I attended was full of good ideas and useful strategies.’

DEPUTY HEADTEACHER,  
SECONDARY SEBD SCHOOL

‘Staff in high risk roles were given the confidence to deal safely with violent incidents.’

NHS GREATER GLASGOW

## CONFLICT RESOLUTION TRAINING

### Core training

The training focuses on personal safety and conflict resolution in your working environment, and we have specific courses for security, care, work and children’s services. The training will give staff the confidence and practical skills they need to reduce risk to themselves, their clients and service users and their organisation.

The learning includes: health and safety responsibilities; employer policy and guidance; identifying flashpoints; proactive service delivery; risk reduction; verbal and non-verbal communication; calming skills; managing incidents and post-incident considerations.

Maybo tailors the learning to integrate with organisational policy and guidance and to meet the different needs of staff at risk such as:

**Lone workers:** safer working practices and communication, whether working alone at your premises or working and travelling within the community

**Professional service:** enhancing service delivery and addressing root causes of frustration and conflict

**Telephone conflict:** dealing with angry or distressed callers and delivering difficult messages over the phone

**Enforcement:** Delivering bad news and being firm when needed in a professional and safer way

**Security functions:** Meeting the needs of contract and in-house security professionals and staff that have security aspects to their role. This can include looking at the least confrontational method of searching.

## Physical intervention training

Physical intervention skills may be needed in some care environments to manage challenging behaviour safely. Depending on the risks faced in the role, this can involve anything from avoidance and disengagement skills for those in A&E or community environments; through to rescue, escorting and holding skills, which may be particularly relevant in mental health and learning disability, care and residential settings.

Maybo has a unique physical skills programme that is simple and effective yet lower in risk for the staff using them and the individuals to whom they are applied. The non-aggressive skills help to calm a situation, as they do not use pain to seek compliance. Based on simple yet powerful principles, men and women can apply these skills with confidence in a range of environments to protect themselves, their colleagues and service users.

Importantly PI training also examines medical implications and legal advice on the use of force. PI training at every level reinforces the need to utilise non-physical strategies as far as practicable, with physical intervention being a last resort.

The programme is based on the level of risk, employee and service user considerations and typical problems experienced. It is generally arranged as follows:

**Disengagement** Staff learn how to reduce the risks of assault through their positioning and approach. They then learn how to disengage from the most common types of assault they might face. This can extend to coming to the aid of a colleague and non-restrictive guiding skills.

**Holding** Holds are taught that help to protect staff and avoid pain or discomfort for the individual (particularly suitable for the elderly, children and individuals with learning disabilities). Such techniques may be required in a variety of frontline health and social care roles.

**Specialist** For roles in specialist services such as forensic mental health units where additional support is needed by using an emergency restraint belt (ERB), Maybo can provide training on their correct and safe use.

All skills have undergone expert medical review.

## Managers and team leaders

Manager and team leader training ensures those with a key role to play in the management of violence can maximise the opportunities to reduce risk and support staff following a traumatic incident.

The training helps key individuals develop a wider range of strategies and personal skills for dealing with difficult situations. There are two course variations:

### **Prevention and management of work related violence:**

Participants develop a better understanding of strategies for assessing and reducing risk and what the law and their employer expects of them. They will examine:

‘Since the training began in January 2002, we have seen a progressive decrease [40%] in reported incidents of physical abuse at the stations that received training.’

TRAINING MANAGER,  
LONDON AMBULANCE SERVICE



The Maybo manager training enables managers and team leaders to understand their key responsibilities ranging from their contribution to risk assessment and reduction to their management of incidents and the aftermath.

‘The confidence really comes through, and they are able to have more in depth talks with homeless people. Staff are so enthused by the course that they are anxious to have refreshers to keep up their skills. We are hoping that, like first aid courses, it will be mandatory to have this course every year.’

CHIEF HOUSING OFFICER,  
HAMISH ALLAN CENTRE, CARE  
FOR THE HOMELESS, GLASGOW



- the factors that contribute to making a safer and better environment for staff and service users
- developing good practice
- developing service improvements through regularly debriefing and reviews with staff
- preparing for potential incidents
- taking control of an emotive situation and generating positive outcomes.

#### Post incident management:

The abilities of managers and team leaders are really tested in the aftermath of a violent incident and the quality of their response will be long remembered by staff.

Core parts of the course include:

- containment of the incident and protection of evidence
- liaison with other agencies
- reporting and investigation
- learning from the incident
- support for those involved and the associated team.

The emphasis is on practical steps that can be taken to support staff following an incident. Manager training is usually provided face to face and can be one to three days. This might be supported by other delivery options (see below).

## Refreshers and re-certification

Skills may become rusty in any working environment. It is therefore essential to refresh the learning regularly. The frequency will depend on the organisation's policy and risk; the skills taught and sector guidance. Maybo will typically re-certificate delegates who have trained in physical intervention within 24 months.

## DELIVERY OPTIONS

Maybo offers organisations a range of learning solutions including direct training, tutor training (which can be in-house or through open courses) and on-line learning resources. Clients choose from one or a blend of these to meet the needs of their organisation while achieving a sustainable and cost effective solution. All options can be accredited and supported by national qualifications.

### Direct training

Maybo's scenario-based learning in conflict management allows delegates to build confidence through problem solving scenarios that are directly relevant to their roles. Maybo trainers have a professional background in managing assaults in health and social care environments 'first hand'. They also engage in comprehensive and evidenced continuing professional development (cpd).

### Tutor training

For organisations who want to develop their own delivery capability Maybo has developed the Maybo licensed programme. This means your staff can be trained to deliver Maybo's conflict management and physical intervention training.

Superb tutor and delegate materials, and a dedicated website, support the programme. Both tutors and delegates receive awarding body accredited certificates.

Maybo regularly runs open tutor development workshops and in-house options are also available.

## On-line learning and resources

Maybo's blended learning can help clients reduce time away from work. It enables staff to gain the knowledge and theory on-line and through workplace projects. This ensures that direct training time is optimised to develop practical skills and confidence. In particular, Maybo's induction module gives new employees a basic understanding of conflict resolution, to enable them to start work.

Maybo produces tailored e-learning, leaflets, manuals, training aids and videos that enable staff to carry out much of the learning at a time convenient to them. The resources cater for front line staff, managers and licensed tutors.

On-line resources cover three main areas:

**Evaluation:** The Learning and Resource Centre has powerful evaluation tools that assess staff perceptions of risk and the workplace effectiveness of training and other controls. This allows professional management reports to be drawn down at any time.

**The personal portfolio** enables each delegate to access project work completed throughout the learning. It also offers the opportunity to create a personal review, looking at strengths and weaknesses, and a personal action plan.

**The resource centre** can be pre-loaded with conflict management policy and guidance supplied by the employer.

## QUALIFICATIONS AND ACCREDITATION

Maybo led the development of qualifications in conflict management with City & Guilds and offers awards for staff, managers and trainers. Maybo also designs and delivers several IOSH (Institute of Occupational Safety and Health) certificated courses.

All Maybo SAFERCare programmes are accredited by City & Guilds. In addition Maybo physical intervention programmes are BILD (British Institute of Learning Disabilities) accredited.

## Frontline personnel

Maybo can provide the City & Guilds 1884 Certificate in Conflict Management at Level 2 on the National Qualifications Framework. Maybo can also offer City & Guilds accredited certificates in conflict management and physical intervention.

## Trainer qualifications

The trainer qualifications available include the City & Guilds 7303 Award in Preparing to Teach in the Lifelong Learning Sector at level 3 and the City & Guilds 1886 Certificate in Delivering Conflict Management Training at level 3.

The Maybo Licensed Programme provides tutors with City & Guilds accredited certificates, together with the ability to deliver BILD accredited Maybo SAFERCare courses.

Accredited by  
**City & Guilds**



‘The Maybo team has always impressed us in many different ways. They are incredibly flexible, willing to learn and positively excel in their desire to refine continually the training content to maintain interest and appropriateness, responding ongoingly to our needs.’

TIM SALMON, DIGNITY GROUP,  
CARE FOR ADULTS WITH  
LEARNING DISABILITIES





To find the conflict solutions that will make your work safer

Phone Maybo on **01580 881386**

Email [info@maybo.com](mailto:info@maybo.com)

Maybo also offers tailored programmes in SAFERwork and SAFERchildren



For further information on the issues of workplace violence  
and the news in this area visit [www.maybo.com](http://www.maybo.com)