



SAFERhealthcare

Assault Avoidance and Disengagement programme

Safer working in clinical settings
A fresh approach to reducing assaults





This exciting new programme developed by our team of healthcare professionals not only meets regulatory Conflict Resolution Training (CRT) refresher requirements; it also makes a real difference in reducing risks of malicious and clinically related assaults.



The Maybo SAFERhealthcare Assault Avoidance and Disengagement programme is built on ten years of problem solving and risk reduction experience in all aspects of primary care, general acute hospitals, mental health and learning disabilities settings and ambulance services.

Meeting the real needs of staff and patients

CRT is essential in helping staff avoid and respond to potential conflict situations. But it does not address the physical assaults that are commonplace across a range of wards and services (not just A&E!). Some assaults are malicious but most result from the unpredictable actions of a 'confused' patient due to their medical condition, or reaction to a procedure or medication. Training needs to address these risks and conventional 'breakaway' training simply doesn't!

Why addressing violence pays

Clinically related assaults are under reported as staff often do not regard them as malicious. Yet the hidden cost of resulting injuries is substantial and contributes to the particularly high levels of absence in the NHS at 4.9per cent. The Department of Health estimates the cost of absence to the NHS at £1billion per year. Studies estimate that violence and stress account for 30% of these absences.

Why is conventional 'breakaway' training flawed?

NICE reviews and recent research by the University of Glamorgan have raised serious questions about the value of conventional "breakaway training".

The problem is two fold:

1. Breakaway focuses on releases from grips and holds and not the most common assaults on clinical staff i.e. from blows by hands, arms and legs.
2. Too many techniques are taught and some are complex and aggressive. This means they are unlikely to be recalled under pressure in the workplace.

The solution to assaults and finding the right training

The Maybo assault avoidance and disengagement programme addresses the real risks faced by staff including the frequent clinical assaults that other programmes ignore. The skills are simple and non aggressive and equip staff to problem solve in the workplace.

‘Violence and stress account for 30% of staff absences’

NHS statistics

‘Breakaway shown to be of little value’

NICE studies

The Maybo training is:

- **Relevant** to the role performed and risks faced
- **Simple** to learn and apply
- **Safer** for both staff and patients
- **More effective** operationally

The Maybo system embraces a problem solving approach, which reduces the number of techniques and increases their relevance and equips staff to solve problems in the workplace. Research has shown that a problem solving approach is more conducive to learning and recall and avoids the trap of teaching a technique for every potential scenario.

Maybo SAFERhealthcare assault avoidance and disengagement

This programme reduces the vulnerability to injury of your clinical and support staff. The problem solving approach targets the specific issues of care staff who are working in close proximity to patients. The training involves simple methods for avoiding assault and disengaging from an aggressive or malicious patient or visitor. The Maybo skills have been medically risk assessed.

Key elements of the programme:

- Safer working practices for reducing vulnerability when close to patients
- Avoiding blows from hands, elbows and legs
- Problem solving specific risks presented by patients such as grabs
- Disengaging from aggressive and malicious patients or visitors
- Guiding and re-directing skills
- Team skills for containing unpredictable movements when providing essential care to a confused patient

Maybo can provide further training for clinical and security staff who may be required to respond to more challenging situations. This can cover safer methods of restraint to prevent individuals harming themselves and/or others and to provide essential care and medication.

Flexible and cost effective

We know that budgets are tight and staff have little training time available. So additional benefits to line managers and staff are:

- Maybo skills complement and can be incorporated with CRT / CRT Refresher
- The programme can be delivered in one day
- Optional City & Guilds accredited certificates and qualification available
- Course delivery can be provided by Maybo or internal tutors trained by Maybo to deliver the programme.
- Blended learning options and impressive resources.



‘Assaults down by 52%’

at UCLH





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Maybo SAFERhealthcare training really works

Independent and NHS providers have seen incidents decline and safety of staff and patients increase after Maybo training.

At University College London Hospital incident records showed an average of 77 physical attacks on staff per year prior to 2005 increasing to 96 in 2007. In response to these figures the trust engaged Maybo to train A&E, Acute Admissions Units and security staff and since then there has been a year on year reduction in assaults to a record low of 46 over the same time period in 2009: a 52% reduction. This was despite the trend for rising aggression and violence, and reporting being actively encouraged, the trend for actual assaults is still declining.

After Maybo training an independent care provider has seen assaults on staff reduce at one of its mental health and learning disabilities services from 149 in 2007 to 50 in 2008 and, significantly, injuries to staff and patients during physical interventions, fell from 62 in 2007 to 13 in 2008.

To find out how Maybo training can provide the cost effective solution to assaults on your staff

phone **Maybo** on 01580 881347,

or email info@maybo.com

Further information visit www.maybo.com