

Maybo Risk Reduction Guidance: Physical Skills Training

Organisations and individuals use Maybo methods at their own risk

Introduction

This guidance sets out risk reduction steps and responsibilities surrounding training in Maybo defensive skills and physical interventions. It outlines a range of measures that Maybo has taken to reduce risk and sets out controls that trainers, centres and employers should take to help ensure a safe learning environment. Guidance highlights the fact that both the practice and operational use of physical intervention (PI) carries inherent risks.

Maybo training is carefully balanced with an emphasis on prevention, de-escalation and alternatives to physical intervention. Whilst Maybo skills are non-violent all physical skills and interventions can present risk and should only be taught subject to employer needs, when the benefits of such training outweigh the risks of not training. Maybo focuses on low arousal methods that do not rely on strength.

Any use of force carries risk for everyone involved and restraints can, and have, ended in tragedy. Risks are greater the higher the level of intervention used, both in training and operational settings.

The goals of all organisations should therefore be two-fold:

1. To reduce the need for physical intervention, particularly restrictive interventions and practices
2. To reduce risk when such interventions are necessary through effective training, guidance and supervision

This document should be read in conjunction with (as relevant to role):

- Maybo Employer Guidance on the use and reduction of physical intervention which can be found on Maybo client portals or provided on request
- Maybo Terms and Conditions and Licence Requirements
- Maybo Physical Intervention Risk Assessments
- Maybo trainer and learner resources and aide-memoires that include guidance on risks, rights and responsibilities
- Local laws and regulations and professional/sector guidance e.g. Restraint Reduction Network (RRN) Training Standards
- Employer policies, procedures and guidance

Staff must not use Maybo methods in which they are not trained and do not hold current certification.

Maybo training focuses on how to prevent and defuse conflict and behaviours of concern, emphasising alternatives to physical intervention. Staff supporting vulnerable groups such as children or people with complex needs should receive relevant additional training from their employer in how to recognise and respond to their needs. Maybo can provide a range of specialist modules to promote understanding of the needs of such groups.

Justification

Physical methods should only be used when lawful and as a last resort when other methods have failed or are likely to fail, when the risks of not intervening are greater than the risks in doing so. It is the

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responsibility of employers / service providers and carers to ensure compliance with the relevant laws and regulations that apply to them.

Staff need to justify and account for any use of force to show that it was lawful and necessary, reasonable and proportionate in the circumstances. Some low-level contact may in certain situations be appropriate in providing support and reassurance i.e. contact can on occasion be positive.

It is the responsibility of the employer/service provider to supervise, monitor and review training and operational use of physical interventions. Employers must inform Maybo of any concerns regarding Maybo training or methods and of significant injuries and/or learning that will help inform our skills, programmes, risk assessments and guidance.

Planned Interventions

It is important to refer to this resource when undertaking person-centred planning when it is foreseeable that physical interventions may at times be necessary as a last resort to prevent harm. Maybo can also provide access to a bespoke online Personal Safety Planning Tool with skills images to assist person-centred planning and promote restraint reduction and safety. It is important that such planning is done in consultation with key stakeholders including the person the plan is for and their family/advocates. It is also important suitably qualified and experienced personnel are involved in such planning, including someone with competency and current certification in the Maybo methods being considered e.g. an in-house certified Maybo trainer.

A method of intervention that may be suitable for use on one person may be inappropriate for another, for example due to their physical disposition, health, sensory needs or trauma history. It is therefore important that the proposed planned interventions take into consideration the vulnerability of each individual and include appropriate medical and clinical advice/assessment.

Any adaptation of the Maybo techniques covered in these risk assessments could have substantial impact on their effectiveness and safety for both staff and service users.

It is the responsibility of employers and services supporting the use of Maybo methods to ensure their trainers and staff are kept up to date with latest Maybo risk assessments and risk reduction guidance, which are made available at www.maybo.com/resources and upon request.

The risks and outcomes are likely to be magnified in a turbulent operational situation, especially if the fidelity of a technique is compromised e.g. due to poor skill application or a lack of trained staff available.

Key findings from Maybo's review of reported injuries related to the use or misuse of Maybo physical interventions include:

- Training injury data shows serious injuries are relatively rare.
- Risks of injury during training increase with practice of higher-level interventions.
- During training, both staff applying the technique and the person to whom it is applied can suffer injury.
- Whilst the vast majority of reported injuries are minor and soft tissue related, it is important staff are aware of this risk in both training and operational settings.

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- A significant proportion of reported training injuries are linked to undeclared pre-existing conditions, highlighting the need for training participants to receive adequate pre-course information, plus the Maybo safety briefing on their training course. Employers are responsible for ensuring staff are fit to perform their roles and participate in training.
- Staff need to be especially vigilant to the risk of falls, which can result in serious harm, and must take particular care when moving, turning or re-directing people.

Compromised Technique

Maybo risk assessments are based on each skill being applied as intended. Staff need to be made aware that if Maybo techniques are adapted or compromised (e.g. during a struggle) this can substantially increase risks to staff and the person held.

Risks increase with the level of force, method and duration of a restraint and where:

- There are insufficient trained staff present to apply the techniques safely and effectively
- There is a lack of leadership and supervision during a restraint
- There is inadequate monitoring of the well-being of the person/s involved.

No technique can be guaranteed to work in every situation and set of circumstances. Whilst staff must adopt as far as is safe and practicable the methods they have been taught, use of an alternative method, for example in an emergency scenario, is not necessarily unlawful. Use of alternative methods may however increase risks and must be reported and justified to the satisfaction of the employer.

The risks associated with using alternative and/or compromised methods have been highlighted in tragedies, including one where a person was held bent forward over a bed, and another where a staff member was pulled on top of a person.

Support in the Workplace and Maintaining Competency

It is important that employers and trainers are realistic with staff in terms of the considerable risks related to physical intervention use in the operational environment, where behaviours can be unpredictable and at times violent. Additional service-based support, guidance and training may be needed to build and maintain operational skills and confidence, which is best when based on highly relevant and foreseeable risk behaviours and scenarios.

Employers and trainers need to emphasise the need for staff to continually assess a situation using their dynamic risk assessment skills (SAFER, POPS & SEAL Test) to inform their decisions. They need to be realistic about their ability to successfully intervene with the resources available at the time, in light of the risks presented.

Psychomotor skills fade unless regularly practiced. Maybo provides additional guidance for employers and trainers to follow when delivering and practising Maybo skills and when conducting 'Structured Practice' within services.

It is important to seek support from in-house Maybo certified trainers and/or from Maybo if there are concerns over the use of Maybo interventions.

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Maybo Risk Reduction Controls

Maybo reduces risk at a number of levels, including:

Training design, content and delivery methodology

- Nature of skills: Avoiding aggressive and violent skills such as strikes, contra-indicative, complex techniques and unnecessary transitions
- Selection of skills: Teaching a minimal number of skills and focusing on their relevance to the needs our clients have identified
- Training methods: Carefully balancing realism with safety and adopting sound instructional techniques
- On-going monitoring of trainer delivery and incidents to identify and address risks relating to skills selection and/or delivery
- Adopting an incremental approach: Pre-requisite training in conflict management and with each level of PI
- Ethos: PI as a last resort - encouraging participants to seek alternatives to PI and focus on Primary and Secondary responses. Making it clear to participants that they must account for their actions and respect and act in the best interests of the people they deal with and support.
- Maintaining knowledge and skills: Focusing on natural movements and a problem solving approach. Encouraging regular refreshing of skills and formal re-certification

Trainer standards and requirements

- Trainer development: Comprehensive training of trainers and formal competency assessment
- Annual re-certification requirement for trainers
- Trainer guidance: Guidance and delivery resources to support safe delivery of training and assessment of learners
- Monitoring: Maybo QA policy & controls, reporting and review of incidents/injuries and near misses
- Compliance with trainer, employer and centre compliance with Maybo guidance, instruction and terms and conditions

Participant guidance and resources

- Pre course instructions and safety briefing
- Comprehensive workbooks

Preparation for training

Pre-event guidance: For centres and employers as to risks, venue suitability and safety requirements

- Template participant joining instructions: Providing clients/centres with information on activity being undertaken, the risk of injury and fitness to participate, clothing etc.
- Trainers to utilise the venue risk assessment tool and record control measures
- Guidance on H&S and venue requirements

Participation in training

- Supervision ratio: At least one Maybo currently certified trainer to 12 participants

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- Trainers to deliver Maybo PI Safety Briefing and venue safety and emergency procedures
- Participant declaration of fitness to participate on individual skills record
- Controls on participation in training in accordance with Maybo delivery and Centre guidance where an individual has a pre-existing injury or medical condition, or is pregnant
- Maybo preparation for activity guidance followed ('warm up')
- Trainers to follow instructional model and manage participant behaviour
- Participants should not be put under pressure to undertake any activity or skill that they are uncomfortable with. Explore options with the individual and their employer
- Trainers to tightly control practice and resistance levels
- Trainers to stress the importance of preventing falls and reducing vulnerability of an individual's head during both training practice and operational use

Workplace practice and maintenance

- Employer guidance and guidance in participant workbooks
- Structured practice and local problem solving

Monitoring & Review

- Review of incidents and injuries coming to Maybo's attention for immediate action or monitoring
- Medical risk assessment review
- On-going programme review in light of emerging guidance, legislation and research
- Encourage employers to feedback to Maybo on workplace use of intervention and related injuries

Employer responsibilities

Maybo makes training programmes, guidance, resources and tools available to employers to help them reduce risks to staff and service users. Each setting and set of circumstances are different and employers use these at their own risk. It is the responsibility of the employer to:

- Assess workplace risks and identify suitable control measures, including identifying training needs
- Supervise the certified Maybo trainers it employs/contracts and the training they provide
- Ensure participants receive adequate pre course information and are fit to participate
- Provide a suitable and safe venue for the level of training and ensure participants receive Maybo workbooks
- Supervise, monitor and evaluate operational use of Maybo methods, and for ongoing review of needs
- Ensure employees maintain competency and attend refresher/recertification training

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Reducing risks when delivering Maybo physical intervention training

| | Significant Risks | Controls | Responsibility | Maybo Support & Resources |
|---|---|--|--|---|
| Training Design | Training not fit for purpose i.e. Unsuitable Insufficient Too much or too little | Core programme consistent with good practice Medical risk assessments & incident review Training needs review / TNA process informed by risk / behavioural assessment | Maybo responsible for core Maybo product design Centre/Employer responsible for TNA, programme selection & ensuring needs are met | Maybo training & safety guidance Maybo can provide TNA Tool and support |
| Trainer Competency & Performance | Trainer not reaching or maintaining competency Non-compliance with guidance Deviation from programme Unsafe instruction and practice | Formal competency assessment & recording Annual Re-certification requirement Trainer guidance & licence requirements Trainers not permitted to teach skills outside syllabus Recommendation to be first aid trained Centre/Employer supervision of training | Maybo responsible for certification competency assessments Centre/Employer responsible for selection & supervision of trainers & ensuring training is delivered as intended Certified trainers for complying with programme requirements | Centre/Employer guidance QA and Licence requirements Trainer Guidance e.g. Delivery Resources, Risk Assessment & Reduction Guidance |
| Pre-Course Preparation | Individual risk factors & fitness to participate Environmental Risk factors: Trip, falls and impact with objects/individuals | Centre/Employer to provide learners with pre-course joining instructions covering nature of activity, risks, fitness to participate and clothing etc. Venue requirements guidance Trainers complete venue risk assessment prior to start of course | Centre/Employer responsible for ensuring learners are prepared and fit/healthy to participate and for providing a suitable and safe venue Certified trainers responsible for pre practice venue risk assessment and controls Delegates to declare needs/risks | Client & Trainer guidance Learner information templates Venue risk assessment form |
| Participation in Training | Injury risk due to inadequate supervision and control of practice/behaviour Delegate vulnerability e.g. pre-existing injury, trauma history Specialist training risks e.g. groundwork, equipment use and trainer training | One Trainer to no more than 12 learners Delegate 'fitness' to participate declaration Maybo preparation for activity ('Warm up') Trainers deliver Maybo PI Safety Briefing & control practice, resistance & behaviour Trainers control intensity and repetitions & consider PPE needs on specialist training | Centre/Employer responsible for trainer to delegate ratio, and supervision of trainer deliveries Certified trainers to comply with programme safety & reporting requirements, pre & during training Delegates to declare needs/risks and comply with instructions & guidance | Client/Centre guide Delegate skills record and safety briefing Trainer delivery guidance Incident reports PPE e.g. knee pads optional |
| Workplace Practice | Operational risks in skill fade Risks with unsupervised practice | Guidance in delegate workbooks Employer guidance Reporting & review of injuries | Centre/Employer responsible for ensuring staff maintain competency and ensure safe structured practice | Maybo Personal Safety Planning Tool Maybo Incident Review Tool Maybo Structured Practice Tool Client guidance Delegate workbook Coaching & Re-Cert options |

Hazard: Harm to a delegate and/or trainer during participation in Maybo physical intervention training. Refer also to skills risk assessments.

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