

# Supporting Change

# Introduction- Who Are We?

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# Brief History of Supporting Change

For the last 18 years of our 20+ year careers we have both been involved in supporting & managing change within the organisation-

2007-2012: full changeover of 5 ADMH services from ECC&R to Maybo Safer Care Programme.

2013-2018: Company growth resulting in acquiring more services to be trained in Maybo.

2020: Changing a large ADMH PICU service over from PMVA to Maybo Safer Care Programme as well as having an active part in changing the culture of the service.

2024- present: We are currently part way through a 2.5-year rollout to convert all ADMH, LD, Autism Services, Neuro and CAMHS services within ACG to the Maybo Programme.

# A Consistent Concern

In some of our larger services we introduced local trainers and very early on we identified a consistent concern that a lot of our local trainers wanted to step away from their trainer role. This constantly grew over a period 6-8 years and they all had valid reasons for this:

1. Not getting much support in the trainer role once they had completed their training.
2. Some realised that training wasn't for them.
3. Overwhelmed with either the responsibility and programme content or both.
4. No recognition for going above and beyond their job role.

Once we had the capacity & structure in place, we worked on a project to implement a more supportive/mentoring approach to help support, grow and develop the trainers within the organisation.

# Trainer Development within ACG

We already had trainers with the experience and key skills to support new Maybo trainers with an aim to influence positive change and trainer retention within ACG.

We wanted to look at ways we can develop our own staff to become Maybo trainers and deliver the high standard of training we expect within ACG.

To make trainers feel valued, more supported and equipped with the right skills to support services before, during and after changing PI programmes.

To promote and build towards our services becoming more proactive in supporting change to create a safer care environment and improve quality of life.

**What were the key challenges that you faced as a new Maybo/PI trainer or as an organisation?**

## What Elements We Implemented:

- Trainer selection
- Maybo delivery shadowing (to see the training from the trainer's view )
- Maybo train the trainer course
- Mentorship Program within ACG
- Peer reviews
- QA Visits Internal
- Development days
- Trainer forum
- Support structure with clear lines of communication

# Trainer Selection

Internal Talent Spotting- Whilst delivering training we are always looking internally at learners who show promise and the potential of becoming a good trainer- a good interest and understanding of the Maybo programme, communicates well, helps other learners and is a positive role models in their behaviour, professionalism and de-escalation skills.

Manager Nominations- Managers nominate staff who are very professional and good communication and leadership on the service.

Application and Selection Process- This might be either internal or external where candidates may express a letter of interest, fill in a written application and interview process.

Trial Facilitation Sessions- This gives interest staff an opportunity to help facilitate and be parts of the training.

# Maybo Delivery Shadowing

Once a trainer had been selected, we would invite them to come on training to shadow experienced trainers during deliveries. This would:

Give the selected trainer a chance to experience what would be involved in the training.

A chance to ask any questions or concerns around the Maybo delivery and the processes involved.

# Maybo Train the Trainer Course

We run in-house courses delivered by our in-house Behaviour Management Specialists that have been working with Maybo for over 20 years.

This enables our training to meet each services specific needs with the training as the trainers know the service and organisational procedure.

# Mentorship Program within ACG

Once the new trainers have passed the Maybo course they embark on the mentorship program

Deliver with an experienced trainer.

Trainer feedback after every session they deliver.

Gradually build up their delivery of the program.

Quality assurance built into every course the new trainer delivers alongside our experienced trainers.

Get to deliver with different trainers.

Only when they are able to deliver all the program are they signed off to deliver independency.

## Peer reviews

Each trainer will get 2 peer views per year

## QA Visits Internal

Each trainer will get 2 QA visits per year

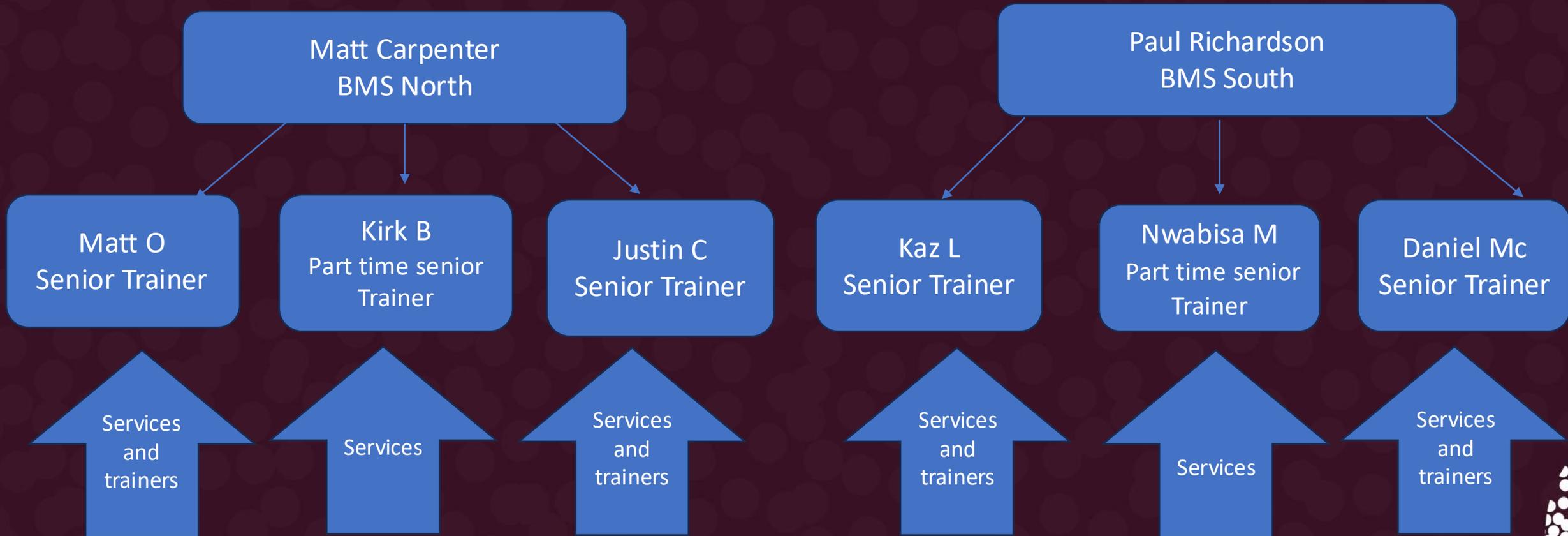
## Development days

We will provide trainer development days throughout the year alongside the annual refresher for trainers.

## Trainer Forums

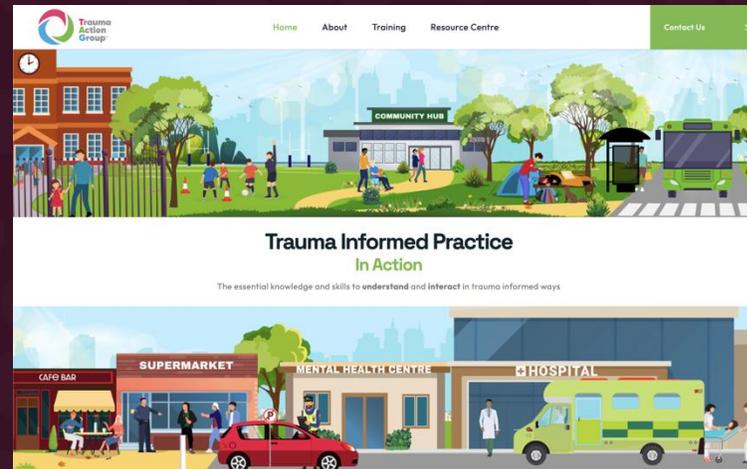
We have created trainer forums, so trainers have the ability to communicate across the organisation

# Clear structure of communication and responsibility across ACG



# Going Forward

- Mentorship books
- Working in partnership with TAG (Trauma Action Group) to Introducing Trauma Informed training within ACG



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# What would you find useful as a trainer or organisation?



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“The support I received from the senior maybo instructors was exceptional because it covered large amounts of critical information and practical skills. To change from one training provider to another had many and various challenges. These were always met with a coherent plan of action. When we faced a challenge, the answers were provided and a procedure for successful dissemination of learning and skills were provided for us”.

“A clear 360° review of sessions, with guidance that helps growth”

“Support and mentorship is dynamic, responsive, and continuously beneficial”

“Whenever there is a problem to discuss, you are both available to contact and give advice and guidance”

“The regular support and QA visits help me keep to a high standard”

“The constant consistent support and the training been aimed and catered towards the different services we deliver to has had a massive advantage”

“To have the support there on the courses as a new trainer was invaluable”

“The journey to becoming a qualified Maybo trainer has been incredibly supportive”

“Everyone works to the same process, ensuring consistency and shared success”

“New trainers receive the direction and support they need to develop their skills and reach their goals, while experienced trainers are able to share underpinning knowledge, valuable context, and effective delivery methods”

“Having the feedback at the end of each course on what I had done well and areas I needed to focus on a bit more really helped me progress as a trainer”

“The journey to becoming a qualified Maybo trainer has been incredibly supportive, thanks to the guidance of management and the encouragement of the team”

“From beginning of my journey with maybo I have been working closely with a team, developing deep and practical subject knowledge, been supported one to one, observing other trainers, been observed supported and benefited from feedback after each course”

“Support in delivering the course after the I had completed my Maybo training was essential to enable me to deliver all the course to a high standard”



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