













Good Quality Services

How to make sure that services are good for people whose behaviour is challenging for the people who know them.

Publications Gateway reference. 01197



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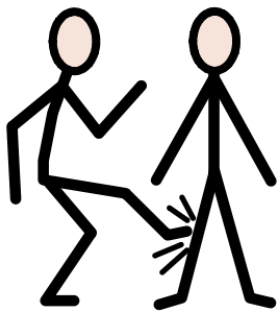


Who is this document about?

People whose behaviour can be difficult for those who know them. People with learning disabilities and people with autism. People of all ages. We will just call them **people** in this document.

1. Behaviour that Challenges

“Behaviour that Challenges” means difficult or violent things that people can sometimes do.



These things might be shouting, hitting, biting or hurting themselves.



There is usually a reason why people’s behaviour is challenging. This could be that other people do not understand their communication.



Staff and families do not always know what the reason is.



If the reasons can be found, then people can be supported in better ways. Their difficult behaviour may get better or even stop.

2. Services



Services are places like schools, colleges, residential homes, respite care, support at home and assessment centres.

Good services;



- know that people with learning disabilities are **equal citizens**



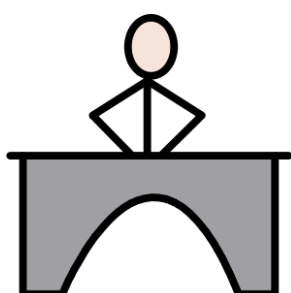
- are part of their local **community**

- work in a **person-centred** way

- give people **choice** and **control**



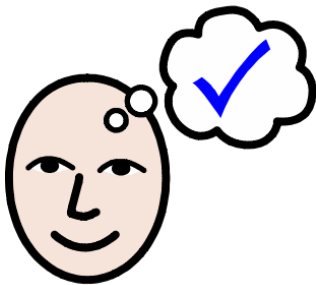
- keep people **safe from abuse**



Commissioners are the people who buy services for people in their local area. They also have a say about how they are run.

3. Positive Behaviour Support

- **Positive** - good, helpful, respectful, hopeful
- **Behaviour** - the things that people do and say
- **Support** - help that people get with everyday things



Positive Behaviour Support:

Understand why a person behaves the way they do.



Look at things like where they live and how they are supported.



Find ways to prevent the behaviour from happening.

Find better ways to deal with the behaviour when it does happen.



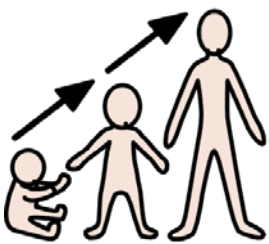
Avoid using punishments to change a person's behaviour.

4. Advice for Commissioners



1. Make sure that your services use Positive Behaviour Support because:

- It works.
- It is about finding ways to give people better lives.
- When people have better lives, they will be less 'challenging'.



2. Think about peoples' whole lives

- Plan services that give people what they need, when they need it.
- People's needs change as they get older. Make sure that all services are flexible and accessible.
- Tell people and their families about personal budgets.
- Make sure that there are good local services for people of all ages.
- Leaving school. This must be well planned, by both children and adults' services.
- Help Health and Social Care services to work together to support people of all ages.



Advice for Commissioners



3. Prevent Behaviour that Challenges

Behaviour that challenges often starts when people are young. Good support at this time can make it less likely that this behaviour carries on.

- Find out whether children have learning disabilities or autism, when they are still young.
- Help families to cope with their behaviour.
- Know that people whose behaviour is challenging are more likely to need mental health services.
- Find out if anything else in peoples' lives is affecting their behaviour. This could be things like anxiety, pain, illness, abuse or dementia.



- Make sure that all services are right for people's needs. For example, rooms have the right amount of light, noise, space and things to do.



Advice for Commissioners

4. Work Together



It is important for families, advocates and health professionals to work together and help each other.

- Support families and carers to be happy and healthy.
- Involve families in assessments and planning.
- Offer training to families and other people who need it.
- Short breaks and respite are very important for families. Make sure that people can get these services.
- Key Workers are very important. They need to have the right skills and expertise.



Advice for Commissioners



5. Assessments

An assessment is a way of finding out about a person. It might be done by filling in a form, having a meeting, or both.

A Function Based Assessment is to find out why a person behaves in the way that they do. What is the behaviour doing for them?



For example: Is it to get something that they want? Is it because they don't like something about where they live?

- Involve families in assessments.
- Think about the places where people spend their time. How do other people behave around them?
- Think about everything in the person's life. Relationships, support, health, communication and more!
- Look closely at the times when people's behaviour is challenging. Where were they? What were they doing? What else was happening? Make sure it is all written down.



The information in these assessments is an important part of Positive Behaviour Support.

Advice for Commissioners



6. Quality of Life

If a person has a good quality of life, they don't need to behave ways that are challenging. Here are some things that are important to all of us:



- Relationships
- Good health
- The places where we spend our time
- Freedom
- Good support
- Being understood
- Being able to change the world around you



All these things, and more, must be looked at as part of people's assessments.



Keep a record of the things in people's lives that are changed. Then look at their behaviour.

Then it is easier to find out if Positive Behaviour Support is working or not.

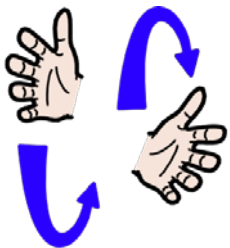
Advice for Commissioners

7. Communication



People need to communicate. This can prevent the behaviour that is challenging for the people around them.

- Support people with communication.
- Help people to learn new communication skills.
- Make sure that there is a clear description of how people communicate.
- Help people to make real choices.
- Support people with their relationships.
- Make sure that people are given both time and reasons to communicate.



Advice for Commissioners

8. Physical Health

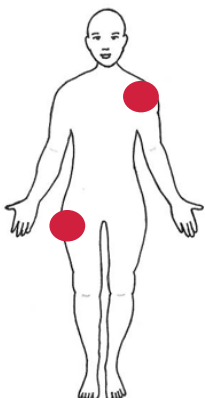
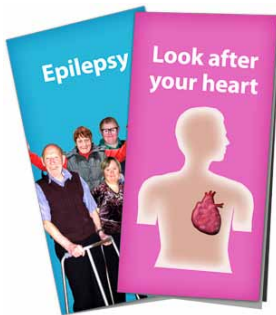


Pain or illness can be the reason for behaviour that challenges.

People with learning disabilities or autism are more likely to have health problems than other people.



- Make sure that if a person is unwell, they get the right treatment.
- Health Services must work together.
- Health Services must be good quality.
- Make sure people get annual health checks.
- Make sure people can get screening (like 'smear' tests and prostate screening).
- Support people to understand their own health. Accessible information and good support are important.
- How do people say that they are unwell? Help families and supporters to find out.
- Find ways to help people to communicate about pain and illness.



Advice for Commissioners



9. Mental Health

A mental health problem, like depression or anxiety, can be a reason why a person's behaviour challenges services.

People with learning disabilities or autism are more likely to have mental health problems than other people.

- Make sure that if a person is unwell, then this is known about.
- Make sure that information about mental health is part of peoples' assessments.
- Make sure people with mental health problems have as much freedom as possible.
- Make sure that people can get help from professionals. This might be a Community Mental Health Team, psychiatrist or psychologist.



Advice for Commissioners

10. Extra Support

As part of Positive Behaviour Support, make sure these things are looked at:



- **Sleep.** Sleep problems can affect people's behaviour.

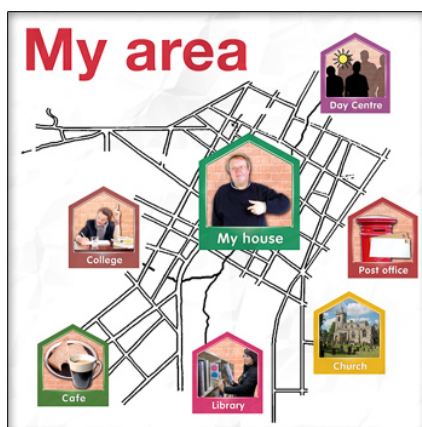
- **Attention Deficit Hyperactivity Disorder. (ADHD)**



- **Sensory problems.**

- **Activities.** Not enough, or too much activity can be stressful for people.

11. Local Services



Sometimes people are sent miles away from home. This is often because there are no specialist services near to where they live.

Make sure that 'mainstream' services also give excellent support to people with disabilities and autism.

Local services must:

- Use Positive Behaviour Support.
- Know exactly how to support people with learning disabilities, autism and behaviour that challenges.

Advice for Commissioners



12. Safeguarding and Advocacy

Services must be safe.
Advocacy is very important.

People whose behaviour challenges services are more likely to be abused than other people.

- **Safeguarding.** Make sure that all services have ways to keep people safe.
- **Advocacy.** Make sure that everyone who is at risk can have an independent advocate.
- **Whistleblowing.** Staff must be supported to speak up when things go wrong.
- **Restriction.** If people are restrained, made to be alone or given medication to change their behaviour, then this must be reported.



There must be an easy way to report these things.



Advice for Commissioners



13. Staff

Staff are people who are paid to support people with learning disabilities or autism.

For example:

- Support workers
- Personal assistants
- Occupational Therapists
- Speech and Language Therapists
- Service managers



Commissioners need to make sure that:

- People and their families are involved in choosing new staff.
- Staff have good quality training. This should include training about Positive Behaviour Support.
- Staff are helped to communicate well with the people they support.
- Staff know how to recognise other things that may affect peoples' behaviour.
- Staff know about the Mental Capacity Act, and how it affects their work.
- Staff can be creative and try new things.



Advice for Commissioners

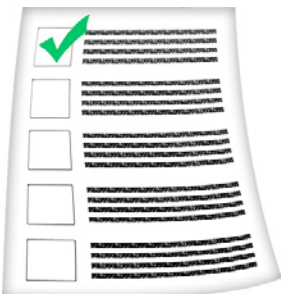
14. Quality



Commissioners and the people who run services must work together. They both need to make sure that all services are good. Page 4 talks about the things that good services do.

Ways to find out about the quality of services:

- Ask people and their families what they think about services.
- Look at services and care plans to make sure they are safe, and supporting people well.
- Take complaints seriously.
- Keep records of things like accidents and injuries.
- Count how many people are in residential schools or living in services a long way from home.
- Keep records about how many people have challenging behaviour.



Ofsted and the **Care Quality Commission** also look at the quality of schools and other services.

5. Useful Information

Useful links:

Improving Health and Lives

<http://www.improvinghealthandlives.org.uk/>



The Young person's Guide to the Children and Families Bill

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/189968/Young_person_s_guide_to_the_Children_and_Families_Bill.pdf

Green Light Toolkit 2013

http://www.ndti.org.uk/uploads/files/Green_Light_Toolkit_22_Nov_2013_final.pdf

Leaflet about Fulfilling and Rewarding Lives (2010)

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/216131/dh_122910.pdf

National Development Team for Inclusion

<http://www.ndti.org.uk/>

This is an Easy Read version of:

Ensuring quality services

Core principles for the commissioning of services for children, young people, adults and older people with learning disabilities and/or autism who display or are at risk of displaying behaviour that challenges.

- by NHS England and the Local Government Association,
February 2014.

5. Useful Information

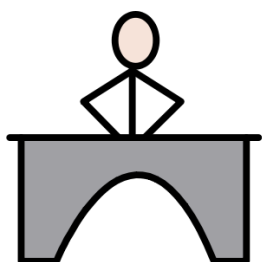


What next?



Tell people about the advice in this document:

- Parent Carer Forums
- Local Partnership Boards.
- Self Advocacy Groups
- People First groups
- Other charities who support people in your local area.



These groups will know who your local **commissioners** are.



Find ways to tell them what you think. How well are people being supported in your area?

5. Useful Information



For more information about this project, contact:



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Website:

<http://www.local.gov.uk/place-i-call-home>

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