



Active Support - Manager as Coach
Challenging Behaviour Foundation
Christine Rose October 2014

Traditional institutions tended to have low levels of staff contact which left patients disengaged:

- **Hotel model**

The 'Hotel Model' has a number of negative results....

- The opportunity for new skill development will not happen – current skills are lost
- The person usually loses motivation and confidence
- Behaviour that we find challenging is likely to occur

Hotel Model - a vicious circle

1. Staff do most things for a person rather than notice/create opportunities for the person to participate
2. The person tends not to participate in valued activities and spend most of their time with nothing to do
3. Staff perceive the person as dependent
4. Staff cannot think of goals or activities the person could do. Staff see themselves as domestic workers rather than enablers
5. Back to step 1

So what is Active Support?

The primary outcome of Active Support is engagement in meaningful activities and relationships.

Active Support also supports the implementation of:

- Positive Behaviour Support
- Person centred thinking and planning
- Effective communication

A model of support which helps staff to:

- Turn person centred approaches into person centred action
- Help people maintain current skills and/or learn new ones
- Work well as a team

Positive Interaction

The Different Levels Of Assistance:

ASK - INSTRUCT - PROMPT - SHOW - GUIDE

- Thinking In Steps
- Breaking things down into steps & doing one step at a time
- Positively reinforcing participation
- Paying attention to a person when they are taking part in activities - maximising naturally occurring rewards

Activity & Support Plans

- For planning

Opportunity Plans

- Planning and recording progress

Participation records

- For planning and recording a range of activities and progress over time

Some of the barriers from the project...

- Staff were not working together as a team
- Staff thinking they already did 'it'
- Staff turn over
- Demotivated staff
- Demotivated managers
- Skills gaps
- Managers not seeing their role as a Coach
- Support and assistance did not always come naturally to staff – they had to learn how to do it well
- Staff had many 'natural' or untrained interactions which were not always helpful

Interactive Training – Manager as Coach

- A system of coaching that promotes learning through experience
- Leads to observable change in staff behaviour and measurable gains in client outcome and quality of life
- Better outcomes for people
- Staff moral improved
- Mental health improved
- Clarity of roles improved
- Positive comments from inspectors
- Practice leadership improved
- Positive outcomes with day opportunities
- Staff skills improved

Active Support - a virtuous circle

1. Staff provide opportunities and assistance for people to participate.
2. Service users participate successfully in some activities.
3. Staff perceive service users as more competent, give more respect, control & attention. Staff feel more confident.
4. Staff think proactively and creatively as a team – improving interaction and communication. Staff see themselves as enablers
5. Back to step 1

Questions?

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