

## Quality Impact Survey for Understanding & Managing Challenging Behaviour Training Report

The survey has had a total of twenty-eight responses out of four hundred and eighteen invites which gives us a 6.69% response rate, responders were given three weeks in total to respond and given the current climate, as such, we believe this to be a good response rate.

The invitation was sent to all who attended the course in 2019, including substantive staff, bank staff and students. We asked these particular participants as we wanted to understand if staff had embedded their learning in to their working practice.

The overall feedback is extremely positive with 71% of staff either strongly agreeing or agreeing that they have applied some or all of the learning in to their work and professional activity. Over 82% of people strongly agreed or agreed that when the situation requires it, they put the training into practice. This outlines that the training is definitely required as these situations do arise.

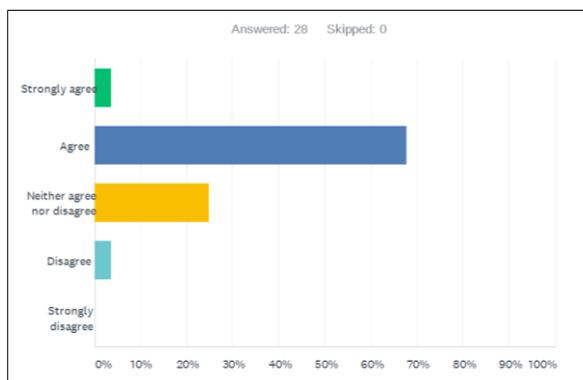
Over 82% of staff either strongly agreed or agreed that using what they had learned during the training had benefitted their ways of working and over 82% of people felt more confident in managing challenging behaviours thanks to what they had learned on the session. More than 85% of people surveyed felt that their awareness of challenging behaviour had improved due to what they had learnt during the session and in excess of 46% of individuals either strongly agreed or agree that their work was of better quality when they used what they had learnt on the session.

### Data from the survey:

#### Q1 – I have applied some or all of the learning from this training session in my work and professional activities.

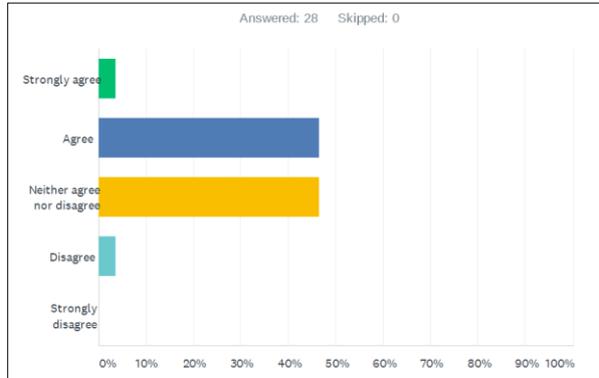
*“Patients although sometimes challenging, do after all have their rights, so it is important to know when to back off.”*

*“Thankfully I have not had to use the techniques I was taught.”*



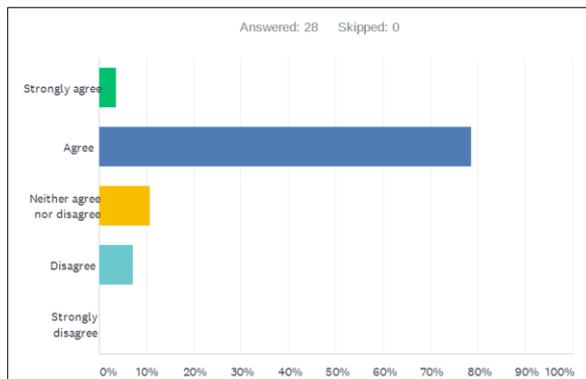
**Q2 – I have changed my approach to my work to be consistent with the material taught in the training session.**

*“The course reinforced what I was already doing.”*



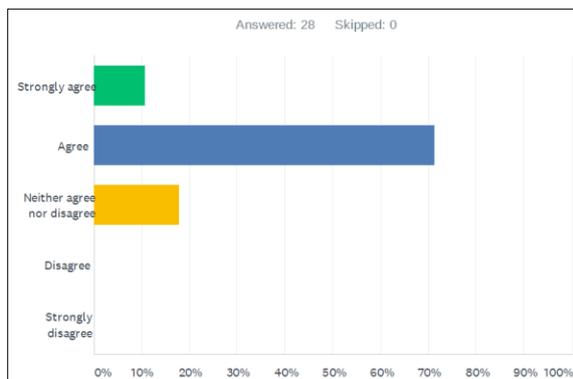
**Q4 – Whenever a situation requires it, I put the learning from the training session into practice.**

*“I have not encountered any circumstances where I needed to put the learning from the training into practice.”*



**Q7 – Thanks to the training session, I have the means to de-escalate an incident of challenging behaviour.**

*“I have put agree but as it is so long since I completed the training and not having encountered any opportunity to use the training you do forget so maybe a re-fresher is needed.”*



### **Q10 – Additional Feedback**

*“Would appreciate 24 hour security for health care workers whom work on community hospitals. No security on many sites”*

*“The course reinforced what I was already doing but it was still good to learn from others.”*

*“The practical aspects were most useful.”*

*“Good training.”*

*“The course gave me tools to use in dealing with some challenging patients. I feel more confident than before and have a better understanding of patient behaviour and issues.”*

*“Training made me feel more safe in learning how to respond to physical attacks. Think the value of the training is not just in what we use but also how it makes us feel more safe.”*

*“I have managed to be able to attend various courses on this subject through alternative employment and have now been able to build on my skills to deal with difficult situations.”*

*“Useful training.”*

### **Feedback from our session’s in 2019:**

*“Practice to make perfect is essential”*

*“Should be undertaken yearly”*

*“Very good session, well worth all NHS staff attending”*

*“First time I have ever been shown techniques that will help keep me safe whilst working for the trust – Feel valued!”*

*“Course was great- will need to practice manoeuvres though”*

*“Very useful to my practice”*

*“It was useful to think of the different types of challenging behaviour by different types of people. Understanding their triggers encourages me to understand the person and their situation more.”*

*“Perhaps include YouTube links to take back to refresh disengagement”*

*“Could be at the beginning of the Foundation Year”*

*“Too many practical scenarios”*

*“More time practising techniques”*

### **In conclusion:**

This survey, along with feedback from the paper evaluations, demonstrates that the training provides staff with the techniques and confidence to deal with challenging behaviours as and when they arise. Moreover, there is evidence that staff put into practice the training they have received, supporting keeping staff and patients safe and well cared for.

A copy of the full survey response data is available on request from [coreskillsteam@elht.nhs.uk](mailto:coreskillsteam@elht.nhs.uk)

### **Actions:**

1. Consider asking future attendees to fill in a simple confidence/self-efficacy questionnaire before commencing the session and then immediately after, before they leave the training as this will give us the data to understand the extent to which the training contributes to an increase in self-efficacy.

2. Explore how we can further maximise the time in the session i.e. extending the practical session and reducing the theory part of the session to allow candidates more time to practice the techniques, as this seems to be a common theme within the feedback.

Report compiled by Jemma Byrom, Educational Development Facilitator.

