



**Northern Ireland Practice and Education
Council**
for
Nursing and Midwifery

***Report on the
Review of the Training
for
Nurses and Midwives
In the
Management of Aggression and Violence***



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1.0 Introduction

- 1.1 Effective management of aggressive and violent situations is a core responsibility for many staff who work within the Health and Social Care (HSC) including the Independent and Voluntary services of Northern Ireland. This responsibility creates significant risk for nurses and midwives and without appropriate training and education, there is the potential for an unsafe work and care environment that can have a detrimental effect on both staff and patients/clients (Livingston et al 2010). Within HSC Trusts and in the Independent Sector the predominant focus of training in the management of aggression and violence has been within mental health and learning disability settings. It is also important, however to acknowledge that there is increasingly a need for this training in other sectors of the HSC, most notably in Accident and Emergency departments.
- 1.2 The National Institute for Health and Clinical Excellence's Clinical Guideline 25 – *Violence - The short-term management of disturbed/violent behaviour in in-patient psychiatric settings and emergency departments* (NICE, 2005) recommends that all service providers should have a policy for training employees in relation to the short-term management of disturbed/violent behaviour. The guideline also states that local policies should identify levels of training and individuals for whom the various levels will be appropriate for, based on risk assessment. The policies should also include how often they will be trained, and should also outline the techniques in which they should be trained.
- 1.3 In 2005, the Department of Health Social Services and Public Safety (DHSSPS) established a regional multi-disciplinary and multi-agency working group which produced guidance on restraint and seclusion in the Health and Personal Social Services (HPSS). The guidance introduced a human rights based approach to the management of aggression and violence, which aimed to promote the adoption of consistent practices in the use of restrictive physical interventions based upon a common set of principles. In this context, there was concern regarding the range of different training approaches being used throughout Northern Ireland that potentially could act as a barrier towards achieving consistency.
- 1.4 From the above, it is evident that all healthcare organisations have a legal and moral responsibility to manage workplace aggression effectively through training and development of their staff (NICE 2005). Staff training in managing aggressive and violent situations is clearly a necessary component of any initiative aimed at preventing or reducing incidents of violence and aggression (Livingston et al 2010). Training programmes therefore need to be formally evaluated for their

appropriate content, focusing on an effective learning and development framework that will support the achievement of the learning outcomes.

- 1.5 In the Northern Ireland context the Nurse Education and Development Consortium (NEDC) initiated and facilitated a number of meetings early in 2010 to consider current training provision in this area. It became evident, that a range of different training programmes, with different approaches/principles, and requiring different levels of accreditation were being delivered throughout Northern Ireland to train multiprofessional/agency, including nursing and midwifery staff in the management of aggression and violence.
- 1.6 As a consequence of these meetings an overview report and proposal was developed and presented to the DHSSPS Education Strategy Group (ESG). It was agreed that a review should be conducted to analyse and identify the range, education provider and associated costs for the current training programmes in the management of aggression and violence that are provided in Northern Ireland.
- 1.7 The Northern Ireland Practice and Education Council for Nursing and Midwifery (NIPEC) was approached by the ESG to lead on this review on behalf of the DHSSPS.

2.0 Background

- 2.1 As a consequence of the meetings coordinated by NEDC a range of issues/concerns were identified. For example:
 - The increasing number and type of different training programmes available in the management of aggression and violence being delivered across the statutory and non-statutory sectors. These included programmes such as; Management of Actual and Potential Aggression (MAPA), Control & Restraint (C&R), Strategies for Crisis Intervention and Prevention (SCIP), and Therapeutic Crisis Intervention (TCI). There are also a number of different training agencies such as EDGE that will provide programmes in the Management of Aggression and Violence.
 - Clients/patients could potentially be subjected to different approaches of physical intervention as they may use a range of different services across a range of boundaries.
 - There was confusion and inconsistency around the approval or accreditation process via the British Institute of Learning Disability (BILD), which was

originally established only for Learning Disability (LD) services and the use of other validating/monitoring organisations such as positive options.

- The costs of approval, accreditation, monitoring, audit, yearly training updates by different accrediting bodies
- There was general consensus that the potential for a more unified and consistent approach to training in the management of aggression and violence throughout Northern Ireland should be explored in a multi-disciplinary context.

2.2 The NEDC overview report and proposal paper was presented to the Regional Educational Strategy Group for Nurses and Midwives (ESG) in 2010. Agreement was reached that a review of the range of training in the management of aggression and violence should be undertaken on a multi-disciplinary basis. However, due to the lack of available resources, it was decided that the review should address the training currently available for nurses and midwives within the Independent Sector and across the five Health and Social Care Trusts (HSCTs).

3.0 Review Methodology

3.1 In conjunction with the DHSSPS, NIPEC developed a set of objectives within an initiative plan which is available on the NIPEC website at www.nipec.hscni.net/. The aim was to complete a review of all training currently available in the management of aggression and violence for nurses and midwives throughout Northern Ireland. The review was conducted between January 2011 and March 2011.

3.2 Aim

The aim of the initiative is to complete a review of the current training available for nurses and midwives working in the Health and Social Care (HSC) in relation to the management of aggression and violence.

Objectives of the Review Exercise

- Scope the current training programmes (including pre and post registration through the Universities) commissioned by or employed within each of Trusts for the management of aggression and violence. This will include hospital, community, primary care and the independent sector.
- Describe the body that approves and regulates each of the training programmes and the relevant costs.
- Establish how the trainers/educators are prepared and updated for each training programme and the associated costs.

- Explain the benefits and disadvantages of the contracts/agreements between the approval/training body and the Trust.
- Submit a report of the findings to the ESG (DHSSPS) at the end of three months with recommendations to inform a regional strategy for training in the management of aggression and violence.
- This report could form the basis of an extensive review of multiprofessional/ multi-agency training provision in the development an overall regional training strategy.

Review Team

- 3.3 The review was carried out by one NIPEC Senior Professional Officer in close liaison with identified key stakeholders across the HSC and Independent Sector. To facilitate this, the HSC Trust Directors of Nursing and Midwifery, Nurse and Midwifery Education Leads and representatives from Mental Health, Children's, Primary Care and Older People, the Directors of Education Providers and Directors of the Independent Sector were informed of the review via correspondence from the DHSSPS (Appendix 1).

Review Process

- 3.4 To gather the appropriate information a number of qualitative questionnaires were developed (Appendix 2) which assisted the reviewer in the completion of this review.
- 3.5 The questionnaires were tested and refined by a small expert reference group, involving representation from the DHSSPS, HSC and Education Providers. Following initial drafting and amendments, the questionnaires were circulated via email for electronic completion, allowing three weeks for submission. All five HSC Trusts, the five Education Providers and the two major Independent Sector organizations returned questionnaires. However not all service areas had been included in their submissions.
- 3.6 The NIPEC Senior Professional Officer analysed the data and cross referenced the findings with the key stakeholders through follow-up telephone conversations or electronic contact to clarify information received.

4.0 Findings

Training Programmes

- 4.1 **Table 1** presents the training programmes associated with training for nurses and midwives in the Management of Aggression and Violence that were identified in the returned questionnaires. These programmes are accessed through a range of different education providers and/or 'in-house' trainers.

Table 1 *Training Programmes*

Name of Training Programme available in Northern Ireland	
1.	Management of Actual & Potential Aggression (MAPA)
2.	Breakaway Techniques
3.	Care & Responsibility
4.	Management of Aggression and Therapeutic Holding Skills (MATHS)
5.	Control & Restraint (C&R)
6.	Strategies For Crisis Intervention & Prevention (SCIP)
7.	Therapeutic Crisis Intervention (TCI)
8.	Managing Aggression and Challenging Behaviour in the Workplace (MACB)
9.	Nonviolent Crisis Intervention (NCI)
10.	Positive Response Training (PRT)
11.	Protecting Rights in a Caring Environment (PRICE)
12.	General Services Association (GSA)

Health and Social Care Trusts

- 4.2 All five HSC Trusts responded to the questionnaire, however responses did not provide data for all service areas. Information received from four of the five HSC Trusts suggests that mandatory training is not across all HSC service groups. However, it was recorded as being mandatory in mental health and residential children care. Four HSC Trusts had established policies on the Management of Aggression and Violence and three make specific reference to the frequency and type of the training. The outstanding HSC Trust was using the previous legacy Trusts policies stating that their final version of the new policy (in draft) will include frequency and type of training to each service group. **Table 2** demonstrates that there is significant variance in the type of training and approach used by each of the Trusts.

Table 2 Health & Social Care Trusts (HSCT) and Nursing and Midwifery Service Groups

Health and Social Care Trusts	Service Groups							
	Mental Health	Learning Disability	Acute Services	Community	Maternity	Residential Children Care Homes	Primary Care	Older People Service
Western	MATHS	MATHS						MATHS
Southern	MAPA	MAPA	MAPA	MAPA	MAPA	TCI		MAPA
Northern	MAPA (2010)	MAPA						
	Implementing MATHS during 2011/2012							
South Eastern	C&R	C&R	C&R	C&R		TCI	MACB	C&R
Belfast	MAPA	SCIP	MAPA	MAPA		TCI	MAPA	MAPA
		MAPA						

Key: (MAPA) Management of Actual & Potential Aggression; (TCI) Therapeutic Crisis Intervention; (MATHS) Management of Aggression and Therapeutic Holding Skills; (C&R) Care and Responsibility; (MACB) Managing Aggression and Challenging Behaviour; (SCIP) Strategies for Crisis Intervention and Prevention

- 4.3 As this review concentrated on the training for nursing and midwifery, Trusts were asked for the percentage trained in the past two years. This proved difficult to answer for some as apparently the attendance was captured in numeracy terms instead of professional grouping. Those service groups that did manage to recorded this detail the percentage ranged from 14% - 100% (2010) of their total staff. Some Trusts also reported that in Accident and Emergency and Medical areas, low attendance was apparent.
- 4.4 Funding to train staff comes from the HSC Trust's allocation for nursing/midwifery training budgets; through service level agreements; or in some cases through medical training budgets; the reason given that training is provided for multi-disciplinary staff. It was therefore reported difficult to ascertain of the specific amount of funding allocated and used for nursing/midwifery training in this area.
- 4.5 There are a number of different levels of the training in the management of aggression and violence for nurses and midwives depending on their field of

practice and the specific responsibilities of staff. It was reported that the assessment of training need is dependent on level of risk to the individual as per the Zero Tolerance Policies. A benchmark for training for the different levels of risk is as follows:

- **Level 4** (3-5 days) is considered priority training for staff working in Psychiatric Intensive Care and other acute Mental Health facilities and those working within some areas of Learning Disability and Emergency Departments including Security and Portering Services and requires annual refresher.
- **Level 3** (2 days) is provided to groups of staff at less risk of challenges but never the less assessed to require some but not holding skills. (e.g. Social Education Centres; Rehabilitation Wards e.g stroke units and some facilities within Mental Health and require annual updates.
- **Level 2** (1 day) Personal Safety Training is primarily for 'lone workers' and depending on the staff group are also deemed at high risk and prioritised for training accordingly.

Internal Trainers for the HSC Trusts

4.6 All Trusts reported that they have internal 'Trainers' to deliver the training. There was however inconsistency as some Trusts employed dedicated trainers whereas others had trainers who combined this role with other clinical/managerial responsibilities. **Table 3** displays information on the number of internal trainers and associated costs of updating trainers.

Table 3 Internal Trainers

Trust	No. of Dedicated Trainers	No. of Trainers as part of their role	Associated Costs of updating trainers	Total Cost Annual
WHSC		5 trained for Mental Health in MATHS Released from post	SLA and Staff release costs	
SHSC	Team 3 Trainers for MAPA	9 trained TCI (Social Workers)	MAPA £583pp + TCI £575pp + Staff release costs	£1749 (MAPA) Total £6924 (TCI)
NHSC		5 trained in MAPA (2010) Released from post –will be mapped across to the MATHS programme(2011)	MAPA £583 + Staff release costs	Total £2915
SEHSC		4 trained in C&R Released from post	SLA and staff release costs	
BHSC	Team (4) Trainers for MAPA	13 trained in MAPA, released from post	Approx £583pp plus Staff release costs	Total £9911

4.7 Three of the five Trusts receive funding to support the training for 'trainers' via the Education Commissioning at the DHSSPS. In the case of the other two Trusts one is self-funding the other is from their Service Level Agreement (SLA) with their education provider.

Train the Trainer Programmes and associated costs.

4.8 Positive Options provide MAPA Trainer programmes levels 1-3 (Appendix 4). They will externally support and monitor 'Approved Training Centres (ATC) i.e BMC, Belfast HSCT (Muckamore Abbey and Knockbracken) and Southern HSCT. The cost of the training depends on what level (i.e level 1-3) staff are trained to, an example of initial costs to train eight staff to level 2 was reported at £26,117.15 (£3265 per person) in 2008. Updates reported in **Table 3** sit at £583 per person annually.

4.9 Therapeutic Crisis Intervention (TCI) programmes are reviewed by Cornell University and the Trusts Critical Incident Monitoring Panel has responsibility for overseeing the TCI auditing processes. The reported cost to train one person was £1300 (2008) and annual update reported in **Table 3** sits at £575 per person annually.

4.10 The Care & Responsibility Instructor programme is accredited as BTEC Advanced Level 3 at no external cost.

4.11 In 2010, updates provided by Positive Options were negotiated, that resulted in an amalgamation of Trusts coming together for the training assisting in the reduction of the cost. In addition to the training costs for the trainers, Positive Options issued annually an Approved Training Centre (ATC) license certificate, following a satisfactory ATC verification and support visit. This involves an annual fee of £1,450.00, plus travel expenses and accommodation, where this is incumbent. There is also an initial one-off authorisation fee, of £495.00¹ to cover the costs associated with application and convening the authorisation panel to receive and review the application. There has been an incremental increase of the costs for 'Positive Options' over the past number of years.

Accreditation processes

4.12 BILD launched an accreditation scheme in 2002, awarded organisations must demonstrate that the training they provide complies with BILD's Code of

¹ Prices correct as at 01 April 2010 as cited in www.positive-options.com/news/downloads/2010_

Practice(2010). This 'Code' provides guidance for trainers and commissioners of training who support adults and children with:

- a learning disability
- an autistic spectrum condition
- special educational needs
- behavioural, emotional and social difficulties

Table 4 identifies BILD accredited Organisations in the United Kingdom (UK) and the relationship with Northern Ireland.

Table 4 BILD Accredited Training Centre / Programmes

Organisation	N I Approved Training Centres	Programme
Positive Options	BMC, SHSCT, BHSCT	MAPA
Crisis Prevention Institute	None	Non-Violent Crisis Intervention
Protecting Rights In a Caring Environment Ltd	None	Protecting Rights In a Caring Environment
TCI Europe	None	Direct Training Train the Trainer

4.13 Other programmes mentioned in this report, such as (MATHS) Management of Aggression and Therapeutic Holding Skills and (C&R) Care and Responsibility, have alternative forms of external or internal monitoring processes. It is of the understanding that these processes ensure the training they provide complies with the National Health Service (NHS) National Syllabus (2005) and standards such as NICE Clinical Guideline 25, (NICE 2005).

4.14 The benefit of external accreditation such as BILD is viewed positively by those who are BILD accredited. This is due to easy access for support, up to date evidence based guidance and close scrutiny of the delivery of the programme content. There was a view expressed that Trusts are better protected from litigation by having external accreditation and monitoring. Conversely, it was stated that monitoring of these programmes can be achieved through peer support and updating of trainers and staff. The disadvantage to external accreditation is the cost.

Education Providers

4.15 There are a range of Education Providers in Northern Ireland that provide training in the Management of Aggression and Violence. Table 5 identifies the number of providers and the programmes they deliver for nursing and midwifery in

Table 5 Education Providers and Types of Programmes

NAME OF EDUCATION PROVIDER (N.I.)	NAME OF PROGRAMME	TRAINING FOR
Beeches Management Centre, Nursing and Midwifery Education	Management of Actual & Potential Aggression (MAPA) Post-reg Level	Multi-professional staff, working in HSC Trusts within Service Level Agreements; GP practices and private sector
Nurse Education and Development Consortium North and West	Management of Aggression and Therapeutic Holding Skills (MATHS) Post-reg Level	Multi-professional staff, working within Northern & Western Trusts
School of Nursing and Midwifery, Queens University Belfast	Breakaway Techniques (As part of BSc Nursing Sciences Pre-reg only)	Nursing Students
University of Ulster	Pre-reg (one component of a module which includes theory and de-escalation techniques)	Nursing Students
Open University	No training provided	
Honestas Group	Care and Responsibility (C&R) and Managing Aggressive and Challenging Behavior (MACB-Theory only) Pre-& Post-reg Level	Multi-professional staff, working within South Eastern HSCT, NIAS and Republic Of Ireland

4.16 The length of the programmes listed in **Table 5** varies from two to seven days. The length of training is usually dependent on the individuals' level of risk in dealing with and managing aggressive and violent situations. The updates are usually one day only. Content and learning outcomes provide a range of skills

which will include breakaway and safe holding skills adapting a non-pain approach depending on the situation.

- 4.17 Honestas are a regional group of multidisciplinary training instructors from the South Eastern HSC Trust, Private Sector, Northern Ireland Ambulance Service (NIAS) and Southern Ireland. They have been in existence for approximately 6-7 years and provide training in the management of aggression and violence through their bespoke programme, Care and Responsibility (C&R), originated in Ashworth Hospital, England. The C&R Instructor programme is accredited at a BTEC Advanced Level 3 conducted annually by the Open College Network or EDEXCEL, similar capacity to City and Guilds. Honestas meet every quarter to review the delivery, content, and attendance at their programmes. They will also discuss any issue relating to internal monitoring.
- 4.18 The Open University (OU) does not provide actual training in aggression and violence as their students are also employees of the HSC Trusts which provide the relevant training. The OU will, however provide background reading and activities on the management of aggression and violence within course materials during Mental Health (MH) practice-based modules of study. This is within the branch part of the MH programme whilst students are on the Preregistration Nursing Programmes.
- 4.19 The University of Ulster (UU) provides education on de-escalation as an approach to responding to the potential management of aggression and violence. This is provided as one component of a module which is part of nursing programmes. This equips students with the understanding and recognition of the signs of possible aggressive and violent situations and to be aware of the methods to de-escalate.
- 4.20 Queen's University, Belfast (QUB) provides first year students of all branches with a lecture and a two hour practical session on breakaway techniques. The practical session is reviewed again during years 2 and 3 of the Mental Health and Learning Disability branch programmes. Students also receive more theory and an opportunity to carry out role play in managing aggression and violence. The educator is an instructor in martial arts and has previous experience in MAPA training.
- 4.21 The Beeches Management Centre for Nursing and Midwifery (BMC) provide training on Management of Actual & Potential Aggression (MAPA). BMC is an 'Approved Training Centre' monitored by 'Positive Options' (an external agency which is BILD accredited). It was reported that MAPA training programmes are

designed according to the outcome of a training needs analysis, carried out by BMC trainers in conjunction with the healthcare staff. It is applicable for use with a wide range of patients/clients from children to the older person services. The objectives are tailored to meet the needs of each specific group but generally will include key areas such as risk assessment; managing risk; legal, professional and ethical issues; de-escalation; disengagement and safe holding skills adapting a non-pain approach. BMC provides MAPA training to a range of multiprofessional staff through their service level agreements (SLA), updates is provided as approved consultancy open study days/courses in areas such as children's and brain injury units. Additionally, BMC also provide MAPA training/analysis with regard to specific situations for example in relation to a care environment or a service user.

- 4.22 The Northern Education and Development Consortium (NEDC) recently explored ways of reducing the associated costs of providing this training due to the reduction of the ESG budget. They developed and subsequently monitor their own programme, Management of Aggression and Therapeutic Holding Skills (MATHS). This programme adapts the principles laid out by the National Institute for MH in England (2004); NICE Clinical Guideline 25 (2005) and the National Syllabus (2005). Key areas that are covered in this programme include risk assessment; managing risk; competence in a range of de-escalation skills; breakaway techniques and safe holding skills adopting a non-pain approach and including the professional, legal and ethical issues. It is implemented into the Western HSC Trust and following evaluation will be implemented into the Northern HSC Trust during 2011/2012. It is internally monitored through NEDC's Quality Standards Board (QSB) in accordance with the HSC Trust Governance Committee.

Independent Health Care Organisations

- 4.23 Two of the largest independent health care organisations, namely Southern Cross (SC) and Four Seasons HealthCare (FSHC) participated in the review. Care provided in these organisations span Residential, Nursing, Respite, Dementia, Mental Health, End of Life Care and care for people with physical or learning disabilities. Care is also provided for people with acquired brain injuries, mainly in Four Seasons.
- 4.24 SC receives training in Nonviolent Crisis Intervention (NCI) from the Crisis Prevention Institute, an international training organization. NCI focuses on prevention and offers proven strategies for safely defusing anxious, hostile, or

violent behaviour at the earliest possible stage. Training ranges from one day introductory seminar to four days instructors program.

- 4.25 Due to the diverse training needs of the units within FSHC, a number of different programmes are available through Huntercombe their training unit (part of the FSHC). This training ranges from Positive Response Training (PRT) for the Neurodisability units, Protecting Rights in a Caring Environment (P.R.I.C.E) for Children and Adolescent units, General Services Association (GSA) is used in Adult Learning Disabilities unit. PRICE and GSA provide a holistic approach to managing violence and aggression so they cover theory as well as disengagement and physical skills in this area.
- 4.26 It was reported that the management of aggression and violence training is not mandatory in the two independent healthcare organisations for their staff.
- 4.27 It is worthy of note, that there are quite a few external training consultancy agencies in Northern Ireland such as EDGE training, who also provide training for multidisciplinary staff on the management of aggression and violence in the workplace. This report however details only those that were referred to by the participants in the returned questionnaires.

5.0 Discussion

- 5.1 It is clear from the findings of this review, that there is a wide variation in the different types of training associated with the management of aggression and violence. It is also suggested from the comments received, that one training programme will not be suitable for staff from all services. However, the approach that is currently being developed in the Northern and Western Trusts appears to question this view. Additionally, MAPA can provide tailored training packages for all services. These vary in content and length according to the needs of the service.
- 5.2 The reviewer came across a paper describing the developments of a university postgraduate training programme in the management of aggression and violence for the Lancashire Care NHS Trust. This paper outlines the merger of seven mental health services and consequently the establishment of a single set of standards for safe and effective practice when faced with aggressive and violent situations (Butterworth, Harbinson 2010). This development also saw the establishment of a network of effective aggression-management trainers, a single framework for standardized skill application, and a forum for service and practice development.

5.3 During this review it was evident from those that provide and commission the different types of training that there is a strong commitment to their own particular model. However, all involved believed that it was appropriate and timely to review the current situation and to consider alternative approaches and models in this area.

6.0 Conclusion and Recommendations

6.1 This report was limited to review the training for nurses and midwives; however the information and findings from this review provides a clear indicator of the need for further examination of this issue on a much wider scale.

6.2 There is significant variation in the types of training available and this need to be carefully considered in the context of efficiency, patient safety and cost effectiveness.

6.3 The issue of cost and funding also needs to be considered in the context of the cost of accreditation, monitoring, validation, and also the resource allocated to 'training and trainers'

6.4 It is also important to consider the imminent merger of Beeches and NEDC within the Business Services Organisation (BSO). Currently, both of these organizations provide different approaches to training in the management of violence and aggression and the merger will prompt internal discussion regarding this issue.

6.5 Probably the most significant finding to come out of this uni-professional review is the need for this issue to be examined and considered from a multi-disciplinary, whole systems perspective. This review of nurse training in the management of violence and aggression has been useful and helpful in highlighting a number of important issues such as variance in training approaches, variance in accreditation and monitoring processes and issues around funding. However, it is apparent that there are very similar issues and concerns (perhaps on an even bigger scale) when one considers the training requirements within social and community care settings.

6.6 Therefore suggested recommendations for consideration by the Education Strategy Group, DHSSPS include:

1. That there is a need for a Multi-Disciplinary training strategy/framework in the management of aggression and violence training for Northern Ireland.

2. A Multidisciplinary Regional Group should be convened comprising of the different professional and service groups, education providers including patient and public involvement, to develop this strategy/framework, with the following Terms of Reference:
 - Develop an agreed set of required knowledge and skills when faced with aggressive and violent behavior for the different service groupings
 - Determine the training needs to match the knowledge and skills required for the different groups. This will require a careful analysis and review of all the different types of training programmes currently provided, aiming to achieve improved consistency and standardisation throughout N. Ireland that does not minimize or compromise quality and safety.
 - Make recommendations for mandatory training to include systems of recording and monitoring compliance in the attendance at training for the management of aggression and violence for the different groups
 - Make recommendations for mandatory training to include other health care settings such as Accident and Emergency Departments
 - Review, explore and make recommendations for external or internal accreditation/ monitoring processes in accordance with governance arrangements
 - Review and make recommendations in relation to 'trainers' to establish a regional approach.
3. It is recommended that through the Regional Group, contact should be made to Lancashire Care NHS Trust regarding the development of the university post graduate training programme in managing aggression and violence.

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agus Sábháilteachta Poiblí**

MÄNNYSTRIE O

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Date: 30th December 2010

To:
Directors of Nursing
Directors of Mental Health and Learning Disability
Directors of Childrens' Services
Directors of Primary Care and Older People
Nurse Education Leads
Heads of Schools
Jim McCall
Hugh Mills

Dear Colleague

Review of Training in the Management of Violence and Aggression for Nurses and Midwives

Background

The Nurse Education and Development Consortium North and West, (NEDC) invited representatives from each of the five HSC Trusts, NIPEC and DHSSPS to two exploratory meetings. The purpose was to discuss the current training on the Management of Aggression and Violence and future provision.

These meetings, which took place early 2010 highlighted a number of questions and issues of concern, most notably;

- The increasing number and type of different training programmes available across the statutory and non-statutory sectors, for example Management of Actual and Potential Aggression (MAPA), Control & Restraint (C&R), Strategies for Crisis Intervention and Prevention (SCIP), Therapeutic Crisis Intervention (TCI).

- The potential for clients/patients to be made subject to different methods of physical intervention as they may use a range of different services.
- There is some confusion with the approval process via the British Institute of Learning Disability (BILD), which was originally established only for Learning Disability (LD) services.
- The costs of approval, accreditation, monitoring, audit, yearly training updates by a range of different accrediting bodies.
- Whether there is potential for a more unified and consistent approach to training throughout Northern Ireland.
- Recognition that training in the management of violence and aggression needs to be considered in a multi-disciplinary and multi-agency context.

It was immediately recognised and proposed that this variance and these concerns need to be considered in a multi-professional and multi-agency context. However, due to funding not being currently available, it has been agreed, in the first instance to review the current training available for nurses and midwives working across the HSC and within the independent sector.

NIPEC have therefore been requested by the Education Strategy Group (DHSSPS) to carry out a scoping exercise to gather information on the training currently provided.

This scoping exercise will be carried out by NIPEC's Senior Professional Officer, Brenda Devine, and will address the following:

1. Scope the training programmes commissioned for nurses and midwives for the management of aggression and violence. This will include both hospital and community, primary care and the independent sector.
2. Describe the body that approves and regulates each of the training programmes and the relevant costs.
3. Establish how the trainers/educators are prepared and updated for each of the training programme and the associated costs.
4. Explain the benefits and disadvantages of the contracts/agreements between the approval/training body and the Trust.
5. Submit a report of the findings to the Education Strategy Group at the end of three months with recommendations to inform a regional strategy for training in the management of aggression and violence.
6. This report could also form the basis of an extensive review of multiprofessional/ multi-agency training provision in the development an overall regional training strategy.

A report will be submitted to the Education Strategy Group by end of March

2011 outlining the key issues and recommendations. This may inform a second phase project (requiring funding). Potentially this could address the issues in a multi-disciplinary context, making recommendations that would provide the basis for developing a regional multi-disciplinary training strategy for the management of violence and aggression in Northern Ireland.

I would be grateful if you would advise relevant staff of this exercise and that

Brenda is likely to be in touch seeking the required information.

I trust this clarifies the scope of this project but if you have any issues requiring clarity, please do not hesitate to contact Brenda at NIPEC on 9023 8152 or via email Brenda.devine@nipec.hscni.net.

Yours sincerely

A handwritten signature in cursive script that reads "Maurice Devine".

Maurice Devine Nursing Officer (Mental Health, Learning Disability and Older People)

Education Providers		
Training Programmes on the Management of Aggression and Violence		
1. Name of Organisation:		
2. Does your organisation provide training on Management of Aggression and Violence?	Please state type of programme offered and the learning objectives	
	Pre-Registration Level	Post-Registration Level
3. Who is the training provided for?	<ul style="list-style-type: none"> 1. Nurses 2. Midwives 3. Allied Health Professionals 4. Medical Staff 5. Ancillary Staff (e.g porters, security) 6. Carers 7. Other (Please state) 	<p>(Please tick)</p> <ul style="list-style-type: none"> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <p>Comments</p>

<p>4. For each of the training programmes provided by your organisation please describe details of;</p> <p>a. Academic levels of training</p> <p>b. Who provides the training (i.e internal/external staff if external - who)?</p> <p>c. Frequency</p>	<p>Programme:-</p> <p>a.</p> <p>b.</p> <p>c.</p>	<p>Programme:-</p> <p>a.</p> <p>b.</p> <p>c.</p>	<p>Programme:-</p> <p>a.</p> <p>b.</p> <p>c.</p>
<p>5. Is the training formally assessed??</p>	<p>Please comment</p>		

Training of the Educators

These questions (6-10) relate to the training the educators are provided with that teach the programmes in terms of their continuous professional development in this area.

6. How frequently are the 'Educators' updated in the Management of Aggression and Violence methodologies?	Please comment (eg Yearly, every 2-3 years)		
7. Please outline the process(ie frequency, associated costs and provider) for the training /updating of the 'educators'	Please comment		
8. Does your organisation have an agreement or a contract with an approved training agency or body who supply the training/ updates?	Yes (Please tick)	No (Please tick)	Name of Approved Training Agency/Body
	Training <input type="checkbox"/>	<input type="checkbox"/>	1
	Updates <input type="checkbox"/>	<input type="checkbox"/>	2
			3
			4
9. What benefits/disadvantages are there to your organisation in having this agreement or contract?	Benefits		
	Disadvantages		

10. Please supply details of **each** of the training programmes in relation to:

- a. **Quality Assurance/Accreditation**
- b. **Costs to the organisation** (please consider quality assurance/accreditation training/updates for the 'educators')

11. Please supply any additional comments you would like to make in relation to the training for the management of aggression and violence

12. In the Northern Ireland context, would you have any suggestions for a future 'training model' in the management of aggression and violence

Thank you for taking time to complete this questionnaire

INDEPENDENT HEALTH AND SOCIAL CARE ORGANISATIONS				
Management of Aggression and Violence training				
1. Name of Organisation:				
2. Specific service/client groups that necessitate training for staff in the Management of Aggression and Violence:	Service/Client Group	Mandatory training for staff	Service/Client Group	Mandatory training for staff
	1	Yes <input type="checkbox"/> No <input type="checkbox"/>	4	Yes <input type="checkbox"/> No <input type="checkbox"/>
	2	Yes <input type="checkbox"/> No <input type="checkbox"/>	5	Yes <input type="checkbox"/> No <input type="checkbox"/>
	3	Yes <input type="checkbox"/> No <input type="checkbox"/>	6	Yes <input type="checkbox"/> No <input type="checkbox"/>
3. Which of the following training packages are provided to the Organisation?	1. Management of Actual and Potential Aggression (MAPA) 2. Control & Restraint (C&R) 3. Strategies for Crisis Intervention and Prevention (SCIP) 4. Therapeutic Crisis Intervention (TCI) 5. Care and Responsibility 6. Others(Please specify)	Service/Client Group	Provider	
			1.	
			2.	
			3.	
			4.	
			5.	
			6.	

Service Group				
% of Nurses /Midwives				
4. What is the percentage of staff trained within the last two calendar years?	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;"></td> <td style="width: 15%; text-align: center;">2009</td> <td style="width: 15%; text-align: center;">2010</td> </tr> </table>		2009	2010
	2009	2010		
(Please Tick)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">Yes</td> <td style="width: 33%; text-align: center;">No</td> <td style="width: 34%; text-align: center;">In draft</td> </tr> </table>	Yes	No	In draft
Yes	No	In draft		
5. Does the Organisation have a Policy on the Management of Aggression and Violence?	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;"><input type="checkbox"/></td> <td style="width: 33%; text-align: center;"><input type="checkbox"/></td> <td style="width: 34%; text-align: center;"><input type="checkbox"/> Comments</td> </tr> </table>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Comments		
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 66%; text-align: center;">Yes Please comment</td> <td style="width: 34%; text-align: center;">No Please comment</td> </tr> </table>	Yes Please comment	No Please comment	
Yes Please comment	No Please comment			
6. Does the policy refer to the frequency and type of the Management of Aggression and Violence training?	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;"><input type="checkbox"/></td> <td style="width: 50%; text-align: center;"><input type="checkbox"/></td> </tr> </table>	<input type="checkbox"/>	<input type="checkbox"/>	
<input type="checkbox"/>	<input type="checkbox"/>			

Training the Trainers

	Yes (Please Tick)	No (Please Tick)	Comments
7. Does the Organisation use 'Internal Trainers' as a means of training others?	<input type="checkbox"/>	<input type="checkbox"/>	
8. Please describe the context in which these 'trainers' train others in the management of Aggression and Violence in your Organisation. (ie dedicated trainers or as a role within their post)	Comments		
9. Please outline the process (ie frequency, associated costs and provider) for the training/updating of the 'trainers'?	Comments		
10. How frequently are the 'trainers' audited?	Comments		
11. Please supply details of each of the training packages in the management of aggression and violence in relation to: a. Commissioning of education for Nurses and Midwives b. Quality Assurance/Accreditation c. Cost to the organisation (please	Please comment		
12. Please supply any additional comments you would like to make in relation to the training in the Management of Aggression and Violence Comments			
13. In the Northern Ireland context, would you have any suggestions for a future 'training model' in the Management of Aggression and Violence? Comments			

Thank you for taking time to complete this questionnaire

HEALTH AND SOCIAL CARE ORGANISATIONS			
1. Name of Organisation:			
2. Service Groups where training is required for Nurses and Midwives: (e.g Accident & Emergency/ Mental Health)	1	2	
	3	4	
	5	6	
3. Which Training packages are purchased or provided to the Trust:		Purchased (Please tick)	Provider/s
	1. Management of Actual and Potential Aggression (MAPA) 2. Control & Restraint (C&R) 3. Strategies for Crisis Intervention and Prevention (SCIP) 4. Therapeutic Crisis Intervention (TCI) 5. Care and Responsibility 6. Others(please specify below)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1. 2. 3. 4. 5. 6.

4. What is the cost of the training?	Per Programme/s		Total Annual Cost
5. Total number of Nursing and/or Midwifery Staff Trained within the last two calendar years?	No of Nurses		No of Midwives
	2009		
	2010		
6. How frequent is the Training?			
	Yes (Please tick)	No (Please tick)	In Draft (Please tick)
7. Does the Trust have a Policy on the Management of Aggression and Violence?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Yes (Please tick)		No (Please tick)
8. Does the policy refer to the frequency and type of training required in the Management of Aggression and Violence?	<input type="checkbox"/>	<input type="checkbox"/>	

'Training the Trainers'

	Yes (Please tick)		No (Please tick)	
9. Does the Trust use 'Training the Trainers' as a means of training other staff in the Management of Aggression and Violence?	<input type="checkbox"/>		<input type="checkbox"/>	
a. If yes to Q9, how many 'trainers' are qualified to train others in the Management of Aggression and Violence in your Trust?				
b. How frequently are the 'trainers' updated?	Yearly <input type="checkbox"/>	Every 2-3 yrs <input type="checkbox"/>	Other <input type="checkbox"/>	
c. How frequently is the 'trainers' practice audited?				

	Yes (Please Tick)	No (Please Tick)	Name of Approved Training Agency/Body
d. Does your Trust have an agreement or a contract with an approved training agency or body who supply the updates for the 'trainers'?	<input type="checkbox"/>	<input type="checkbox"/>	
e. What benefits are there to the Trust in having this agreement or contract?	Comments		
f. What disadvantages are there to the Trust in having this agreement or contract?	Comments		
g. Additional Comments – please include in this section how staff are identified as requiring training in the Management of Aggression and Violence, eg through a 'Learning Need Analysis' or particular specialism etc, and any other comments you feel is necessary.			

Thank you for taking time to complete this questionnaire

Positive Options 'Training the Trainers' MAPA® Programmes

This information sheet provides an overview of the Licensed MAPA® Trainer (LMT) programmes and the requirement for employing organisations to enter into a formal Approved Training Centre (ATC) agreement with Positive Options for those Trainers to provide the Positive Options BILD accredited MAPA® programmes to staff working within the employing organisation.

There are three different programmes to prepare people to become Positive Options LMTs. Each programme prepares people to attain a 'level' that is appropriate to meet the needs of their particular organisation. Successful completers of these programmes become qualified and licensed to provide the Positive Options BILD accredited MAPA® programmes solely within their workplace, so that all participant certificates carry the BILD logo as a quality indicator. Importantly, these programmes are accessible only to those organisations that enter into a formal arrangement with Positive Options to establish themselves as a Positive Options 'Approved Training Centre' (ATC) as outlined within this document.

Level 1

(40 days)

This Programme is provided in conjunction with the University of Wolverhampton. The Programme is assessed at degree level and consequently, it is substantial in duration with equal amounts of time devoted to academic study and physical skills development. Successful completion of the Programme will enable students to be awarded a minimum of 30 points towards a health or social sciences degree undertaken at the University at a later date.

Trainers that complete the Level 1 programme are taught to deliver a broad range of programmes up to a 10-day MAPA® course designed specifically for carers who may work in services with children, young people or adults who present significant and high risk challenges. The Level 1 Trainer Programme includes a wide range of holding and disengagement skills, with additional provision to develop strategic and organisational approaches in the management of aggression and violence.

All Level 1 MAPA® Trainers are required to complete an annual 5-day update and re-assessment course in order to safeguard standards of practice, and to renew their licence to practice.

Level 2

(15 days)

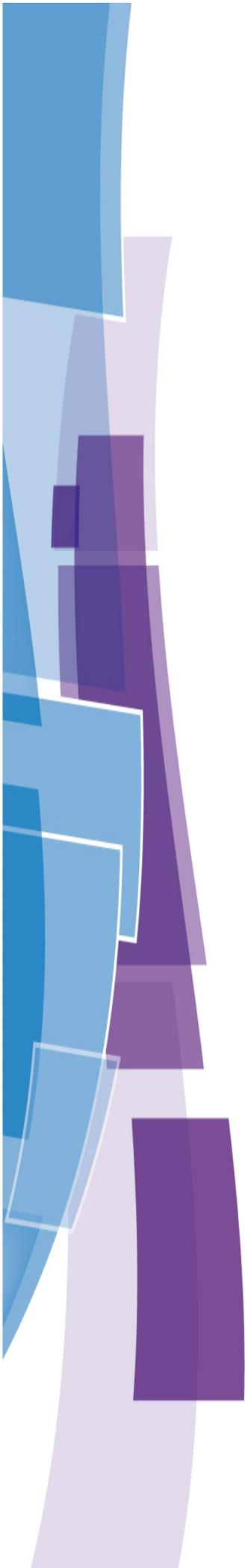
All Level 2 MAPA® Trainers must complete an annual 3-day update and re-assessment course in order to safeguard standards of practice, and to renew their licence to practice.

Level 3

(7 days)

Trainers that complete the Level 3 Programme are taught to deliver a 1-day personal safety course that includes risk assessment and risk management, verbal de-escalation and avoiding confrontation, legal and professional issues and a specific range of 'disengagement' strategies.

All Level 3 MAPA® Trainers must complete an annual 2-day update and re-assessment course in order to safeguard standards of practice, and to renew their licence to practice.



For further Information, please contact

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Fax: 028 9033 3298

This document can be downloaded from the NIPEC website

www.nipec.hschl.net

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