

Raising the bar for individuals with complex needs

**A review of the Active Support
Integrated Care Fund Project
in North Wales**

**Simon Sherriff
Jackie Bebbington
Andrew Guy
Cemlyn Roberts**

Key Points

- A (very!) brief overview of Active Support
- The initial Project in Gwynedd (2018-19)
 - Model used
 - Outcome data
 - Experiences of service users/AS mentors/staff and Champions
- The future (in Gwynedd and beyond)

Active Support

- [It is] 'not possible to provide Positive Behaviour Support without providing Active Support'

Mansell and Beadle-Brown, 2012

- When AS is employed successfully there are clear benefits to service users, staff and employers.
- Increasingly cited as intervention of choice.

However....

- Recent work in the UK has found that on average people with more severe and complex needs still spend less than half of their time engaged in meaningful activity.
- Only around one third of people received support that equated to good Active Support.

Flynn et al., 2018.

- Personal experience of variation in success of implementations of Active Support.

ICF Funded Active Support Pilot Project in Gwynedd (2018/19)

- To extend and enhance the implementation of Active Support training within the private sector in Gwynedd.
- To provide an accessible resource for Active Support training and implementation.
- The continued development of Gwynedd as an 'Area of Excellence' in Active Support.

Active Support Implementation Time-scale for a 'Standard' House*



Week No.	1	2	3	4	5	6	7	8
Input Focus	Outcome Measures	AS Workshop	AS Workshop Coaching sessions	Coaching Sessions	Coaching Sessions	Coaching Sessions	Outcome Measures	Slippage

Champion's Development

- To leave a legacy after completion of the Pilot.
- Responsible for providing practice leadership:
 - Focusing on staff supporting the quality of life of service users
 - Allocating and organising staff support to meet the needs of service users.
 - Coaching staff via feedback and modelling of good practice.
 - Reviewing individual staff practices.
 - Reviewing in team meetings how well staff teams enable engagement and relationships of service users.

AS Champion Portfolio (sample page)

Name: _____ Active Support Champion for: _____ (house/s)			
Active Support Champion - Competency Checklist			
No.	Performance Criteria	Evidence	Standard Achieved (Print, sign, title and date)
1	Makes sure staff adhere to Active Support routines and community participation	Daily record audits, Team meeting minutes, 1:1 coaching records, Active Support records.	
2	Prioritises resources to support participation	Staff training records, rotas, daily participation plans, reporting of any resource deficiencies.	
3	Ensures all Active Support monitoring is kept up to date e.g. data collection, opportunity and goal planning etc.	Active Support monitoring and team /1:1 feedback, Active Support audits undertaken, team meeting minutes.	
4	Matches/develops staff skills to participation needs.	Staff supervision records, 1:1 coaching records, staff training records.	
5	Assesses service user skills and outcomes over time.	PCP information, collation, analysis and interpretation of Active Support data, incident data.	

Teimladau, Emosiynau, Empathi, Caredig, Parchus Feelings, Emotions, Empathy, Kind, Respectful

- Yn amheus, dieithryn, nerfus, yn bryderus, dan straen.
- Beth sy'n bod efo fy ngwaith.
- Heriol, yn ansefydlog, aflonydd.
- Gwyllo, hyfforddiant, adborth, 'A gwneud hynny', 'Heb wneud hyn o'r blaen', Hyderus, ddim yn hyderus, teimlo'n sal.
- 'Ddim yn rhu ddrwg', 'A dyna fo'.
- Esbonio, Yn dangos, Chwarae'r rôl, Negyddol, Gelyniaeth, Osgoi, 'Da chi ddim yn gallu gwneud fi'.
- Suspicions, strange, nervous, anxious, stressed.
- I don't need this, what's wrong with my work.
- Feeling challenged, unsettled, restless.
- Watching, feedback, training. 'I can't do that'; 'I'm not doing that'; 'I haven't done this before'; confident, not confident, feeling sick.
- 'That wasn't bad', 'Is that it?';
- Explaining, showing, role play, negative, hostility, avoidance; 'You cant make me'.

Mentora/ Hyfforddi

Mentoring/ Coaching

- Dod I nabod yr unigolion,treulio amser ar sifft yn y cartref, y gymuned
- Arsylwi,gwrando, cwestiynu,herio,ymateb I gwestiynau,trafferth saethu,datblygu ffyrdd newydd o weithio
- Datblygu cynlluniau cyfleuon,amserlenni,cymhorthion gweledol,geiriau amserlen a darluniau hawdd sy'n canolbwyntio ar yr unigolyn
- Datblygu y berthynas a'r ymddiriedaeth, a mwynhaodd pobl fy nghael yno
- Weithiau dim ond newidiadau bach neu ffyrdd o weithio oedd eu hangen
- Wedi gadael etifeddiaeth yn dilyn fy hyfforddiant cefnogi gweithredol, mentora
- Yn falch o fod wedi cyfarfod ac ymgysylltu a dinasyddion a staff, gan wneud newidiadau cadarnhaol, gan rymuso dinasyddion a staff
- Got to know the individuals, spent time on shift in the home, community
- Observed, listened, questioned, challenged, responded to questions, trouble shooting developed, new ways of working
- Developed opportunity plans, schedules, visual aids, time tables words and pictorial in easy read, person centred
- Developed the relationships and the trust, people enjoyed having me there
- Sometimes only small changes or ways of working was needed.
- Left a legacy behind following my active support training, mentoring
- Proud to have met and engaged with Citizens and staff , making positive changes empowering citizens

Sut wnes I wneud / How I did it

- Cydweddu, gweithio ochor yn ochor a'r staff a'r dinesydd
- Dangoswyd ffyrdd newydd, dulliau
- Amserlenni gweithgareddau datblygedig, amserlen, cynlluniau cyfle, protocolau, dadansoddi tasgau
- Datblygu lluniau darluniadol
- Defnyddio addasiadau, cymalau newydd
- Dod yn, bod yn hyderus, yn hawdd mynd ato, gwranddo ar adborth positif ac adeiladol
- Blended in, worked along side the staff, citizen
- Showed, demonstrated new ways, methods,
- Developed activity schedules, time tables, opportunity plans, protocols/task analysis
- Developed pictorial pictures
- Use new equipment, adaptations
- Becoming/ being confident/ Approachable , Listened, Positive and constructive feedback

Dadansoddi
Data / Data
Analysis

Hyfforddi
Staff/Coaching
staff

Ysgrifennu
Protocolau/
Writing
Protocols

Cymorth
Modelu/
Modelling
Support

Goruchwyliaeth
Staff/Staff
supervision

Graffiau
Graphs

Adolygu UG i'r
Tai/Reviewing AS
for House

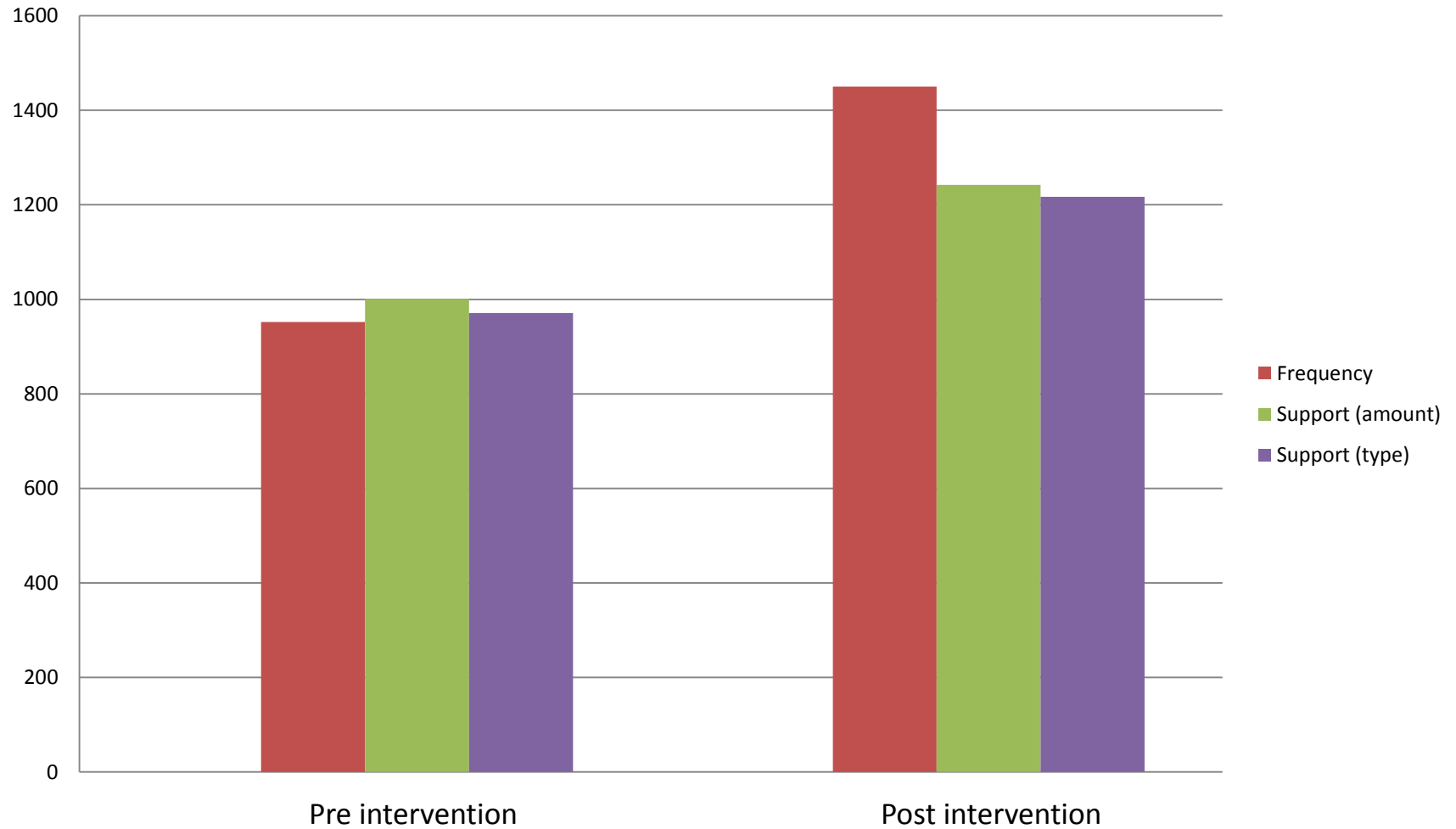


Rôl yr Hyrwyddwyr
Champions Role

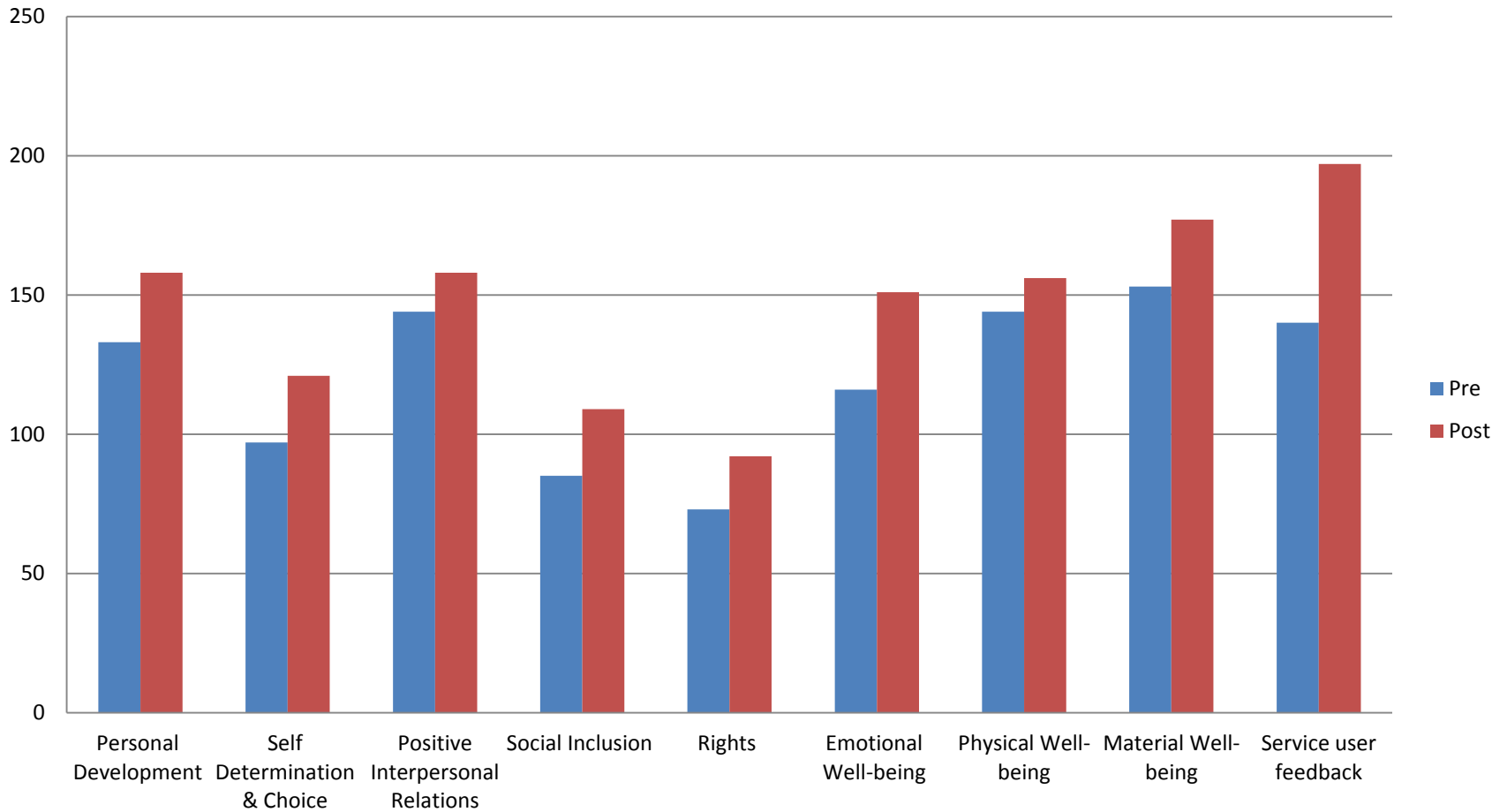
What has the project achieved?

- **16** homes have seen Active Support implemented.
- **42** service users now have Active Support plans.
- **166** support staff have attended workshops and completed coaching sessions.
- **16** project leaders have had additional Active Support Champion training.

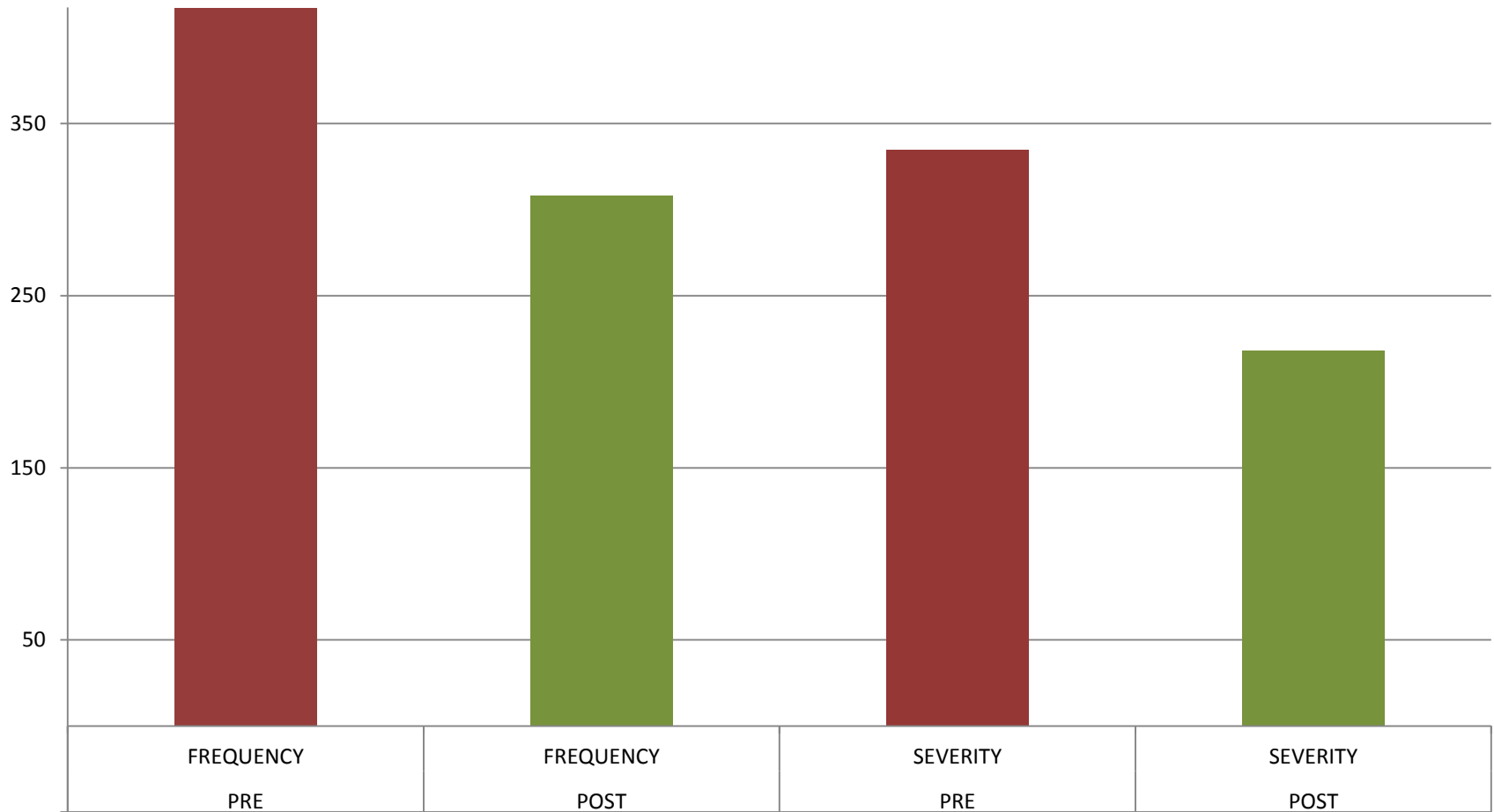
Engagement Data (Consolidated)



Quality of Life Indicators (consolidated)



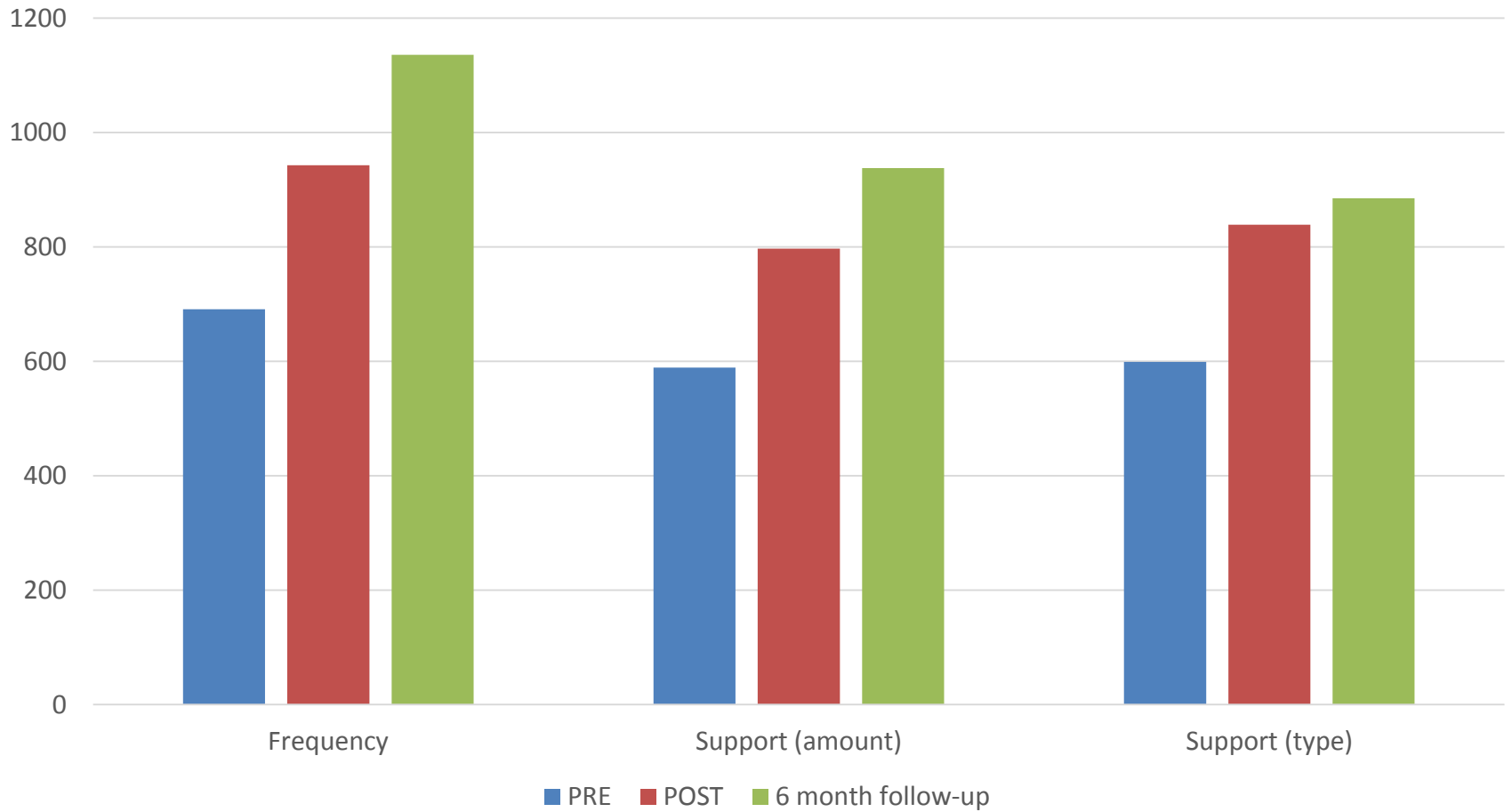
Problem Behaviours (Consolidated)



Key Indicators (consolidated)

- Engagement
 - 31% increase in frequency
 - 21% increase in support amount
 - 19% increase in support type
- Quality of Life indicators
 - 21% increase across all domains
- Behaviours of Concern
 - 26% decrease in frequency
 - 35% decrease in severity

Active Support Participation Measure (6 month follow up in first 10 houses)



Project feedback

Service User:

- *“I enjoy the staff supporting me doing new activities around my home.”*

Parent:

- *“When I first received his email I was so overjoyed. I never thought he would be able to send emails, now I love going home every Friday knowing I’m going to get his email as well as some pictures of what he's done that week.”*

Staff:

- *“You should see both of them when they’re sitting in the hair dresser’s chair, they can’t stop smiling and giggling to themselves. They really enjoy the interaction of having their haircut and talking to different people.”*
- *“It makes you think about how you are supporting and how to give opportunities even if they are very small.”*
- *“I never knew [he] could make his own lunch.”*

**Tîm ataliol Cyngor
Gwynedd/Cefnogaeth Actif
Mehefin 2019**

**Gwynedd Council Preventative
team/Active Support
June 2019**



Tîm Ataliol Cyngor Gwynedd/ Gwynedd council preventative Team

- Gwella'r ffordd yr ydym yn darparu gwybodaeth, cyngor a chymorth i bobl a theuluoedd sy'n defnyddio ein gwasanaethau
- Improving how we provide information, advice and assistance to people and families who access our services
- Ymateb i gyfeiriadau mewn ffordd amserol a chyfeirio lle bo modd
- Responding to referrals in a timely way and signposting where possible
- Rhoi lles wrth wraidd y broses asesu
- Putting wellbeing at the centre of the assessment process
- Nodi canlyniadau sy'n golygu gwahanol bethau i wahanol bobl
- Identify outcomes which can mean different things to different people



Model sy'n seiliedig ar gryfderau, gyda phwyslais ar lais a rheolaeth y person a chofio am ddilyniant

Strengths based model with emphasis on the voice and control of the person and progression

Cynnig cyfleoedd i adeiladu ar berthnasoedd a sgiliau ystyrlon
Offering opportunities to build on meaningful relationships and skills

Mae prosiectau newydd yn y gymuned megis hybiau newydd sefydledig gan gynnwys grwpiau i bobl ddod at ei gilydd
New projects in the community such as new established Hubs and groups for people to come together

Pwy sydd yn y tîm/**Who`s in the team**

- Arweinydd tîm/practis - **Practice/Team leader**
- 2 weithwyr cymdeithasol -**2 Social workers**
- Cymorth Ymddygiad Gadarnhaol/hyfforddwr Cefnogaeth Weithredol -“Coach” -
Positive Behavioural support/Active Support trainer & coach
- 5 swyddogion Iles - **5 Wellbeing officers**



Ymsefydlu Cefnogaeth Weithredol/ Embedding Active Support

- Manteision Cefnogaeth Weithredol/[The benefits of Active Support](#)
- Beth mae Cefnogaeth Weithredol yn edrych yn ymarferol a beth sydd angen ei wneud
- [What Active Support looks like in practice and what needs to be done](#)



Amcanion/Aims

Gwneud yn siŵr bod staff yn glynu wrth arferion Cefnogaeth Weithredol a chyfranogiad cymunedol

Make sure staff adhere to Active Support routines and community participation

Sicrhau bod yr holl waith monitro Cefnogaeth Weithredol yn cael ei ddiweddarau, e.e. casglu data, cyfle a chynllunio nodau ac ati.

Ensure all Active Support monitoring is kept up to date e.g. data collection, opportunity and goal planning etc.

Gweithio ar sail cyfeirio drwy SPOA gyda phobl a phrosiectau sy'n gofyn am hyfforddiant

Work on a referral basis through SPOA with people and projects that require training

Parhau i hyfforddi arweinwyr ymarferol

Continuation of training of practice leaders

Canlyniadau/Outcomes

- Cael mwy o dimau staff medrus, empathetig
- Having more empathic skilled staff teams
- Lleihau ymddygiad sy'n achosi pryder
- A reduction of Behaviours of concern
- Cynnydd mewn ansawdd bywyd i bawb
- An increase of Quality of life for everyone
- Gallu nodi manteision Cefnogaeth Weithredol yn eu gweithle
- Able to identify the benefits of Active Support in their workplace



- Gweld Cefnogaeth Weithredol fel digwyddiad naturiol yn yr amgylchedd
- [Seeing Active Support as a natural occurrences in the environment](#)
- Arweinwyr ymarfer hyderus sy'n gallu gwerthu Cefnogaeth Weithredol yn dda i staff a theuluoedd
- [Confident practice leaders who can sell Active Support well to staff and families](#)
- Yn gallu monitro Cefnogaeth Weithredol drwy ddata ac arsylwadau
- [Able to monitor Active Support through data and observations](#)



Arbenigedd Cefnogaeth Weithredol/ Active Support Expertise

- Daeth prosiect dwy flynedd y tîm Cefnogaeth Weithredol yng Ngwynedd i ben Mawrth 2019
- The two year project of the Active Support team in Gwynedd came to an end March 2019
- Mae'r angen am arbenigedd Cefnogaeth Weithredol yn hollbwysig o hyd ac mae ar gael i holl wasanaethau Gwynedd
- The need for Active Support expertise is still paramount and available to all Gwynedd services
- Mae llawer o'r hyfforddiant yma trwy gefnogi arweinwyr/hyrwyddwyr ymarfer gyda digon o wybodaeth i gefnogi ymarfer uniongyrchol
- Much of this training is through supporting practice leaders/champions with enough knowledge to support direct practice
- Prif rôl arweinwyr ymarfer/hyrwyddwyr yw cynnal arfer CW, rhaid i'r bobl hyn fod ar y safle gyda gweithwyr cymorth uniongyrchol
- Practice leaders/champions main role is the maintenance of AS practice, these people must be on site with direct support workers

- Mae'n bwysig bod staff yn cael eu hyfforddi'n briodol mewn Cefnogaeth Weithredol ac yn cael eu cefnogi gan eu rheolwyr a'u sefydliadau i gyflawni'r CW yn effeithiol
- It is important that staff are properly trained in Active Support and supported by their managers and organisations to deliver AS effectively



Next steps...

- Continued roll-out and development of Active Support within Gwynedd (Preventative Team/ICF Project).
- Roll-out of project to Denbighshire and Gwynedd (2019-21).
- Inaugural AS CoP (October 2019).
- Article for IJPBS.