Policy Title	Management of Actual or Potential Aggression MAPA® COVID-19 interim training delivery arrangement
Policy detail	Department: Shropshire Council MAPA® Approved Training Centre, Joint Training, Adult Social Care Version:1 Effective from: April 2020 Review date: January 2021 or sooner if Government guidelines permit face to face training to commence
Author/ owner of document	Shropshire Council MAPA® Approved Training Centre
Applies to:	All Shropshire MAPA® Approved Training Centre customers
Introduction of policy:	The Shropshire Council Approved Training centre provides Management of Actual or Potential Aggression (MAPA®) training, support and guidance to Health and Social Care organisations operating within Shropshire. Our customers provide care and support to Older People, adults with Learning Disabilities and those with Mental Health needs and Acquired Brain injury. **What is MAPA® training:** MAPA® is a nationally recognised behaviour management programme, certified by the BILD Association of Certified Training under the Restraint Reduction Network Training Standards. MAPA® focuses on verbal de-escalation, prevention and teaches staff management and intervention techniques to help them cope with escalating behaviour in a professional and safe manner. MAPA® approaches aim to strengthen relationships between staff and service users, reduce risks, boost staff confidence and skills, improve organisational culture and support organisations demonstrating a commitment to statutory regulations. The value framework of CPI Europe (owners of MAPA®) is: • **Care:** Demonstrating respect, dignity, and empathy; providing support in a non-judgemental and person-centred way. • **Welfare:** Providing emotional and physical support; acting in the person's best interests in order to promote independence, choice, and well-being. • **Safety:** Protecting rights, safeguarding vulnerable people, reducing or managing risk to minimise injury or harm.

	• **Security:** Maintaining safe, effective, harmonious, and therapeutic relationships which rely on collaboration. (CPI 2012) Ordinarily MAPA® training delivery requires staff from different organisations to convene in one location, to participate in close proximity working, to complete the theory and phsycial skill practise elements of the programme. Coronavirus (COVID-19) has had a devastating impact globally and to reduce transmission of coronavirus, on 23rd March 2020 the UK Government introduced the following measures: 1. Requiring people to stay at home, except for very limited purposes. 2. Closing certain businesses and venues. 3. Stopping all gatherings of more than two people in public. These measures are designed to keep people as safe as possible and ultimately will have impacted on how Health and Social Care services are currently operating. The current social distancing measures in place also impact on our ability to provide face to face training to staff.
Definitions used	**MAPA®** Management of Actual or Potential Aggression **CPI** Crisis Prevention Institute (owners of MAPA® model) **ATC** Approved Training Centre **RRN** Restraint Reduction Network **CQC**- Care Quality Commission
Main sources and recommendations	Below are the main sources of information used to support this arrangement: • CPI- Crisis Prevention Institute (owners of MAPA® model) • Government guidance on Coronavirus • Government ethical framework for adult social care • CQC guidance • Restraint reduction Network RRN Below are recommendations on how training and support can be provided by training providers and accessed by services during the pandemic. **CPI extract "***In accordance with best practice, staff who are working in settings where they face conflict and crisis behaviour*

	and who may be required to use restrictive physical interventions should undertake certified training. This training should be in keeping with organisational governance, policies and procedures, legal or regulatory standards, professional guidelines, liability considerations related to preventing and managing conflict and crisis situations". **RRN extract**-"*There is a need to balance safety and risk with the maintenance of quality of life and wellbeing for vulnerable populations and the staff that support them.* *We would expect that all those committed to restraint reduction will continue to support people in advising the sector how to provide safe support in least restrictive ways.* *It is essential that staff have the confidence and skills to work both preventatively and in ways that reduce potential stress, and that they have de-escalation skills to use if needed. Therefore, where breakaway and restrictive interventions are being taught, it is essential that preventive training is also provided".* **CQC extract "***We recognise that during this period your priority is to provide care to people and this may mean training is delayed. However, it's important you make every effort to ensure your staff are competent, confident and skilled in providing safe care to the people using your service.* *You must take reasonable steps to ensure your staff get the training and support they need to help them care for people safely and meet their needs. But we also recognise you'll need to be flexible, which might mean you need to adapt your usual practices".*
Purpose of policy	The purpose of this document is to outline our interim arrangement to ensure that whilst the current restrictions that prevent face to face training remain in place, new and existing staff members can continue to access MAPA® training. This interim arrangement will enable staff to access MAPA® theory content via an online blended learning platform until face to face training can safely resume. Any physical responses required to reduce and manage risks, will be identified via service managers and delivered remotely using digital platforms such as Microsoft teams by a Shropshire Approved Training Centre certified MAPA® trainer. In extreme cases where need is identified and risk assessed, face to face phsycial disengagement and/or holding skills will be delivered. Any staff who have participated in this interim training arrangement will be marked as priority to access face to face learning once changes to restrictions permit this.

	By participating in this interim arrangement your service can evidence a commitment to continuing to provide essential training to new and existing staff and enhancing staff skills, confidence and knowledge, encouraging staff to build positive relationships with the people they support and focus on de-escalation techniques and avoidance of phsycial interventions, unless evidenced as a reasonable and proportionate last resort to keep people safe. This interim arrangement will also support your organisation by following best practise and regulatory guidance, doing all reasonably possible to mitigate risk and promote safety for all.
Process of accessing blended learning	1) Shropshire Council MAPA® ATC will identify existing staff whose refresher has/is due to expire and inform service managers 2) Service managers will provide the ATC with these staff members and any new staff requiring training, email addresses. These staff will then be booked a "virtual seat" enabling them to access the online programme 3) Once these staff have completed the online programme, the ATC will contact the service manager to discuss, if required, how follow up support/ disengagement or holding skills will be provided. For example, virtual coaching events using Skype, Microsoft Teams. *This does not replace face to face instruction, supervision and assessment of competence, but in the current situation, does provide a level of governance to assure your organisation that those staff that have already received training have been 'refreshed' on their existing knowledge and skills and that new staff at the very minimum, are familiar with the range of interventions authorised and approved within your organisation and have a basic understanding of the risks should they see (or be asked to assist in) an incident in the workplace.* (CPI guidance) 4) Once the current restrictions relax and classroom based training can safely commence, these staff will participate in a short (1/2 day max- dependent on level of training accessed) session to give the practical opportunity to check their competence in the use of phsycial interventions, under MAPA® certified instructors supervision and assessment.
Cost of interim arrangement training	Accessing MAPA ® training in this way will be at the same standard cost as our advertised 2020/21 price for face to face MAPA ® training, i.e. £49 per learner.

	This cost will cover the staff member accessing the online learning programme and learning guide, any bespoke physical intervention support your service may need and the later face to face session, where the staff member will be certificated as having completed their MAPA® training.
Invoice arrangement	**invoices will be raised at the point of booking, i.e. when staff names and email addresses are submitted for enrolment.**
Arrangement review process	This policy will be formally reviewed in January 2021. This arrangement will be continually reviewed and amendments made if required, to reflect any changes in government restrictions, that may impact on training delivery. **When government guidelines permit, MAPA® training will return to face to face classroom delivery, as was, prior to COVID-19 and the need for this interim arrangement.**
Policy use	All organisations affiliated to the Shropshire Council ATC are required to follow this policy and any subsequent amendments. This policy is not to be used in isolation and should be used in conjunction with individual organisations behavioural management and risk reduction policies, as well as the existing MAPA® ATC Reducing Restrictive Interventions policy. To view this policy click here: Reducing Restrictive Interventions Policy An initial email was sent to all service managers on 28th April 2020 outlining this interim measure and giving opportunity to discuss and comment. Should you require any support or wish to discuss this interim arrangement further, please do not hesitate to contact: Lauren Short MAPA Lead Lauren.Short@shropshire.gov.uk Or Heather Rowe MAPA® Business Support Officer Heather.Rowe@shropshire.gov.uk