How Do Our Practices Measure Up to Our Values and What We Say?

What people and organisations who have worked with Positive Options say about us.

complete the picture...
“Positive Options have demonstrated excellence in their professionalism, commitment, and responsiveness to supporting **Alpha Hospitals**. They provide an excellent role model for the future direction of the management of violence and aggression training and practice nationally. Their person-centred approach; needs-based training; accreditation of training programmes, regulation of trainers, and collaborative working style will ensure that they remain at the forefront of national initiatives and consistently maintain their high standards.”

Joanne Scott  
Hospital Director  
Alpha Hospital NW Limited

Nick Horne  
Nurse Consultant –  
Specialising in Mental Health & Deafness  
Alpha Hospital NW Limited

Customer since 2004

“**Birmingham Children’s Hospital NHS Foundation Trust** is an existing Positive Options BILD Accredited MAPA® Approved Training Centre (ATC). The Trust commissioned Positive Options to deliver a programme of two-day Supported Decision-Making through Person-Centred Risk Management (SDM©) training events to nursing staff from our inpatient Child and Adolescent Mental Health Service (CAMHS). The training easily met our expectations and the feedback from all those who attended has been incredibly positive. Additionally, and perhaps most importantly, the Service has already seen evidence of practice and attitudes changing in positive ways. These views are shared across the CAMHS Service and we feel that the approach used by Positive Options to deliver the training is excellent as it stimulated much discussion and challenged preconceptions and current practice of our staff. We are now considering the merits of the Promoting Positive Behaviour in a Person-Centred Way (PPB©) Programme offered as a stand-alone module by Positive Options.”

Paula Forrester  
Head of Nursing  
Ashfield Unit (CAMHS Service)  
Birmingham Children’s Hospital NHS Foundation Trust

Customer since 2008

“**Positive Options provide an excellent role model.**”
“The Southern Health and Social Care Trust (Southern Trust) is an integrated health and social care provider in Northern Ireland that is committed to delivering safe, high quality services by skilled and motivated staff, who respect the dignity and needs of all individuals; particularly those people accessing specialist mental health and learning disability services. It was therefore imperative that we found an organisation, as in Positive Options, to reflect and sustain these core values through an outstanding commitment to governance.

Since our decision to engage the services of Positive Options to enable the Trust to become an Approved Training Centre (ATC) to deliver MAPA® training; including the Positive Options BILD accredited courses, we have required and gone on to receive consistent and responsive support and encouragement from the very efficient and friendly staff team. The Positive Options’ Instructors provided the ‘Train the Trainers’ course as part of us becoming a MAPA® ATC in a highly professional manner but with enough light humour to put the trainees at ease for the effective acquisition of learning. As a result of this, the MAPA® Instructors that were subsequently licensed to work as part of the Southern Trust ATC are now committed to emulate the Positive Options’ Instructors as prudent role models in providing a consistently high standard of training.

From our experience, Positive Options is the only BILD-accredited training model which allows organisations the autonomy to design their own programs but with the added assurance that the training must be set within regulatory guidelines to protect the rights of service users and also staff.

Frances Hughes
Trainer & Advisor in the Management of Violence and Aggression
Southern Health and Social Care Trust

Customer since 2008
“University Hospitals Bristol NHS Foundation Trust partnered with Positive Options and CPI in 2010 to pilot an education and training solution for a range of clinical holding scenarios across its paediatric and adult services. Since this time, nearly 100 staff have experienced the pilot training with excellent feedback from delegates and the Trust has been encouraged by the opportunities for practice transfer in the clinical setting. The Trust, together with North Bristol NHS Foundation Trust participated in an independent study to evaluate the training impact, which was undertaken by Keele University Clinical Effectiveness Support Unit (CESU) and the findings of which endorse early anecdotal observations on the success of the training.

The support provided by all members of the Positive Options and CPI Teams during this process has been invaluable.”

Jane Buswell  
Nurse Consultant- Older People and Clinical Lead Dementia Care

Mark Kellinger  
Senior Health and Safety Advisor  
University Hospitals Bristol NHS Foundation Trust  
Customer since 2010

“Positive Options worked closely and tirelessly with our organisation to develop a specific training package.”

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University Hospitals Bristol NHS Foundation Trust  
Customer since 2010

“Positive Options worked closely and tirelessly with our organisation to develop a specific training package.”

“They appear to have developed something relatively unique and special in their CH-3SM: Skills for Clinical Holding programme.”

“Positive Options worked closely and tirelessly with our organisation to develop a specific training package.”

“The Special Care Dental Services Department from Surrey Community Health Services (Surrey NHS PCT) have been extremely impressed with the services offered by Positive Options and CPI.

They have worked closely and tirelessly with our organisation to develop a specific training package for use in the dental environment.

At all stages of the process, the staff within the Company has shown the utmost professionalism. Everyone within the Company has been polite and helpful to deal with, and it has been a pleasure to work with all of them.

Ultimately, we have empowered our staff with a new skill in Specialist Clinical Holding and this, in turn, offers a better service for our dental patients.

We look forward to a long and successful association with Positive Options and CPI!”

Selina Master  
Clinical Director – Special Care Dental Services Department  
Surrey Community Health Services, Surrey NHS PCT  
Customer since 2008

“Positive Options worked closely and tirelessly with our organisation to develop a specific training package.”
“Staffordshire County Council has worked directly with Positive Options since 2004, although MAPA® physical interventions has been a model of choice for the Council since 2002. Currently, Positive Options certifies over 1,000 Council staff annually and the positivity of first-level (participant) evaluation remains encouragingly strong. In 2011, when staff were asked about the ethical nature of the interventions taught, over 98% rated in the higher banding ratio; in relation to practice transfer over 92%, and in relation to improving service user and staff safety scores averaged 96%. 99% of the staff trained during this period told us that they would personally recommend the programme to others.

As part of its contractual arrangement with Positive Options, the Council receives quarterly on-site Contract Performance Review meetings, which include the provision of activity reports and performance measurement against a set of KPIs agreed in advance with the County Council; this is particularly helpful and we are clearly treated as a ‘customer’. We also receive bespoke, ad-hoc support between meetings to address any professional and care-related issues and the provision of additional management/quality reports, which the company is always happy to provide. The overall responsiveness to meet our needs has been second-to-none and the caseload management system means we have a consistent point of contact for liaison purposes and to oversee the administration of the training provided to the Council.

We remain convinced that Positive Options provides an excellent service and offers a variety of solutions to help meet the Council's needs, ranging from its positive behaviour support programmes, to accredited crisis management strategies such as MAPA® physical interventions.”

Julian Cragg
Statutory and Professional Learning & Development Co-ordinator
Learning and Development Arm
Staffordshire County Council Social Care & Health/
Children & Families Directorates

Customer since 2004
“Nottinghamshire County Council has commissioned work from Positive Options for over 15 years. As the coordinator of the Council’s BILD Accredited MAPA® Approved Training Centre (ATC), I am confident in stating that Positive Options is reliable and supportive. The Positive Options’ Team are very responsive to our needs with both scheduled work and with assisting Nottinghamshire County Council in responding to short-notice requests for training delivery or advice and guidance with complex care issues. They have never let us down.

Positive Options has a total commitment to issues of diversity and challenging discrimination. The leadership of the Company is very receptive to new thinking and developments in imparting core values throughout their events and within their Company. Testimony to this was the (‘Autumn Focus’) Networking Event for ATCs that took place last year. If asked to describe what makes Positive Options value for money, I would have to say something about the positive communication of personnel; reliable delivery, being solution-focused, and genuinely user-centred.

In the delivery of events, the Instructors are clearly experts in their field, well informed with the latest research, and are personable in their facilitative style of training delivery. The wealth of knowledge and expertise across the Team is second to none. All delegates refer to the Positive Options Instructors as ‘caring and supportive’ in the learning process. Positive Options has given invaluable support in enabling the County Council to develop its own strategy to ensure that all staff are adequately trained; over the last four years some 3,500 individuals, through the implementation of a training pool as part of the ATC model.”

Lindsay Wilson
Assistant Care Manager
Nottinghamshire County Council – Children Families and Cultural Services
Customer since 2004

“Staff confidence has increased enormously.”

“Newport City Council is delighted with the service that it has received from Positive Options. Originally commissioned to provide training for staff in adult services in the management of aggression, they are now delivering courses in MAPA®, Promoting Positive Behaviour (PPB®) and Supported Decision-Making (SDM®) across both children and adult services. As a result of the training, staff confidence in working with children and/or adults who present with behaviours that challenge has increased enormously.

We have developed a relationship of trust with all the staff at Positive Options, as we know that the level of their specialist knowledge and expertise is ‘second to none’ and they always respond to any queries that we may have promptly and courteously. On top of that, staff report that the training is really enjoyable; delivered in an engaging way providing all that is necessary to promote good practice in their work with individuals.”

Claire Broome
Principal Training Officer – Children’s Services
Newport City Council
Customer since 2006

“They have never let us down.”
“As a prelude to John Munroe Hospital becoming a Positive Options’ BILD Accredited MAPA® Approved Training Centre, we commissioned two MAPA® courses from Positive Options. Throughout the time John Munroe Hospital has been working with the Company, we have been shown a highly professional and courteous approach from all of their employees. We believe this reflects the value base of their Company. The Instructors provided for the course made the courses interesting, enjoyable and clinically relevant to the course participants. Staff feedback received after each course was extremely positive. The person-centred approach and the staged interventions taught reflect the ethos of the John Munroe Hospital, and our staff described this as a positive strategy in the management of difficult situations.”

Heather Moore
Education and Practice Coordinator
John Munroe Hospital
Customer since 2008

“Monmouthshire County Council commissioned Positive Options initially to assist our organisation in completing a behaviour risk assessment and, through a structured training needs analysis, to identify current and ongoing training needs for our teams/services in terms of managing challenging behaviour.

Positive Options were fantastic to work with and I found them to be very clear in their knowledge of current legislation and good practice in respect of managing aggression at work.

As well as having the relevant knowledge and skills to provide real value for money training, Positive Options have a sound value base and all of their physical interventions training is underpinned by the BILD Code of Practice, which is very important to us when considering the needs of vulnerable people.

I would have no hesitation in recommending Positive Options to other organisations who are seeking to contract specialist behavioural consultancy or direct delivery training for staff who work with individuals whose behaviour at times is difficult to manage.”

John McConnachie
Principle Training Manager
Monmouthshire County Council
Customer since 2006

“A positive strategy in the management of difficult situations.”
“County Durham and Darlington Foundation Trust Community Dental Services commissioned the Two-day CH-3SM: Skills for Clinical Holding training sessions from Positive Options and CPI during 2011 on the basis of recommendations from colleagues in the field.

The programme provided us with a strong theoretical background, put clinical holding into an appropriate context, and gave a clear insight into the legal and ethical framework surrounding clinical holding. The training stimulated discussion of interventions currently employed and around current methods of intervention used and provided effective, safe, and appropriate alternatives in a positive, realistic way.

Feedback from the team during this training was very positive. We found the Instructors to be pleasant, professional, and respectful of our expertise and the challenges that we face in clinical practice. They delivered the training in a flexible and appropriate way. The team found especially useful the chance to explore different clinical scenarios and to apply a range of practical solutions in a dental surgery setting.

We expect that the skills acquired by the team will help us to deliver essential treatment with confidence and competence, improve experiences and outcomes for patients, and minimise patient and carer anxiety.

We recommend this programme to similar services and look forward to seeing the positive impact of the training on our clinical practice in the future.”

Hannah Thorpe
Senior Dental Officer
County Durham and Darlington NHS Foundation Trust
Community Dental Services
Customer since 2011

“The quality of Positive Options’ Promoting Positive Behaviour training is ‘first class’ from the beginning to end. The advice and guidance in preparing the training to ensure our needs were met; the content of the courses and the support afterwards was excellent. The Council also commissions MAPA® and Supported Decision-Making training and together the impact of the training improves staff confidence and we believe, improved experiences of services and better outcomes for our service users.

Sheffield City Council commissioned a number of bespoke training events for many of our services. Positive Options have always managed to meet our specific requirements and the feedback from the staff attending is always very positive.”

Jon Banwell
Assistant Director – Provider Services
Children, Families & Young Peoples Service
Sheffield City Council
Customer since 2006

“First class from beginning to end.”
Action on Hearing Loss is a leading charity for people who are deaf or hard of hearing. The Charity has worked with Positive Options since 2005 and has commissioned a range of training linked to managing challenging behaviour in the care setting.

MAPA® has proved to be successful in equipping staff with safe and effective physical interventions to manage the more challenging and aggressive behaviour experienced from time to time in our service. In the past few years, the company has worked collaboratively with Action on Hearing Loss managers and staff to support its PCP initiatives and to work towards a philosophy which reduces the need for physical interventions. Notionally, this has included training in Promoting Positive Behaviour (PPB®) and the provision of an action learning approach to develop staff autonomy in finding solutions for individual people using services. Latterly, Action on Hearing Loss has commissioned training from Positive Options in Supported Decision Making; a person-centred approach to managing people risk.

Positive Options worked closely with Action on Hearing Loss, and an independent evaluation commissioned by the Charity reported very positive findings in increasing staff confidence and changing staff behaviour in how they approach and manage risk, together with service users. We have found Positive Options a listening and responsive team that has assisted Action on Hearing Loss in achieving positive outcomes for people using services and to meet the requirements of commissioning organisations. Positive Options is clearly a values-based organisation and has provided strongly reliable subject expertise.

Fiona McClelland
Head of Policy and Practice/
Deputy Director Care and Support
Action on Hearing Loss

Customer since 2005
"East London NHS Foundation Trust" adopted use of Positive Options’ MAPA® model in 1999 and has worked closely with the company directors since this time to develop additional trainers to meet the changing needs of the Organisation. We have found MAPA® to be fundamentally effective in aiding staff decision-making as well as providing safeguards for both staff and patient well-being. We like the flexibility that the MAPA® approach offers to staff; because the model is principle-based, the techniques are simple for staff to remember and are sympathetic to the person when used. The Trust has recently made the transition to licensed centre status for the teaching of MAPA® to the workforce. We believe that this will help the Organisation demonstrate its exemplar status in its care and support services that is backed by an endorsement from BILD, via Positive Options own accreditation, that the interventions it uses to manage escalating behaviour, aggression, and violence are safe and effective as well as being person-centred.

Positive Options has been patient and supportive in its approach to working with East London NHS Foundation Trust; somebody is always available to guide our practices and provide appropriate levels of advice, and we look forward to our continued collaboration.

Denis Doherty
Staff Training & Development
East London NHS Foundation Trust

Customer since 1999

“The MAPA® model is principle-based and the techniques are simple for staff to remember and apply.”