

Working together when you show us that you have big feelings and need help.



This guide explains what a positive behaviour plan is and how and when it can help.



How we feel and why

Sometimes we can feel sad, angry, frightened or confused. This is okay.

These are big feelings and can sometimes make us feel very unhappy.



Reasons for this will be different for everyone but can include:

- Everything is getting too much.



- Feeling unwell and not being able to tell anyone or get help.



- Feeling unhappy with the way life is going.





How we feel and why



- Your staff are not listening to you or trying to understand why you are feeling sad.



- Hearing bad news and not being able to cope with it by yourself.



- Someone has done something that you don't like.



- Other people stopping you from doing things that are important to you.



Showing that we have big feelings



People can show they have big feelings in lots of different ways and can include things like:



- shouting and swearing



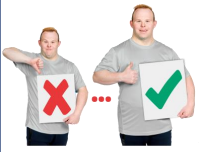
- hurting yourself or others



- ignoring others or running away



- Doing something dangerous



Why it's important to make things better



When this happens, it can feel frightening for you and the people around you.



It can put you and others in danger.



It can be hard for your staff to understand what's wrong and how they can help.



It can stop you from doing the things that are important to you.



Working together to make things better



You should never be punished when you show you have big feelings. Staff will listen and try to understand you:

Staff should work with you to find out:

- what is wrong
- what helps you most
- changes that will help make things better.



This helps us to support you in the best way. This is called **Positive Behaviour Support**.

It is often called **PBS** as it is quicker to say.

We write this down in a **Positive Behaviour Support Plan**. This helps everyone to know what to do.



Working together to make things better



When we get your support right it means you:



- feel understood by the people around you.
- feel safe and confident that staff know how to help.



- are living the life you want.



- enjoy the time you spend with others.



- learn new skills and ways of doing things.



What makes a good PBS plan



A PBS plan should always be led by you or by someone who is important to you if needed. **It should include things like:**



- What's important to you to live a good life.



- What upsets you and the ways you might let us know that something is wrong.
- How support should be changed to help you and make things easier



- How you want us to help. This can include new or different ways you can say something is wrong, and how we should listen.



- Ways to get you what you need to be happy. This can include new ways of doing things for both you and your staff



I don't agree with what is in my PBS plan



There may be times when others would like to add something to your plan, but you don't want to.



Staff should always talk this through with you and explain why it is needed and answer any questions you have.



Things you don't agree with should only go in your plan if they are very important and help keep everyone safe.



Your plan should always show when there is something you don't agree with.



Checking that your PBS plan is working

You should have regular meetings to talk about your PBS plan. Looking at things like

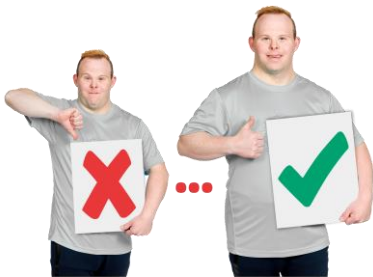


- what is going well
- what could be better
- changes you would like to make

This way we can make sure



- You are getting the right support, and everyone stays safe.



- Things are getting better for you



- You are living the life you want



What are restrictive practices?



Sometimes support staff may need to take further action if nothing else is working. These are called **restrictive practices** and can include things like

- **Making someone do something they don't want to do.**



Things like following a healthy eating plan, taking medication or going to an appointment they don't like.

- **Stopping someone from doing something they want to do.**

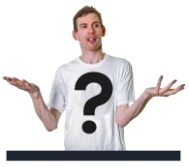


Things like drinking alcohol, taking drugs or smoking cigarettes.



- **The person feels they have no choice but to comply.**

This could be because it is included in their support plan or has been put in place by a guardian or social worker.



What are restrictive practices?



It is important to know that there are lots of rules about restrictive practices and when they can and cannot be used.



It is important that staff talk this through with you. This way you:

- Understand what they are and when they can and cannot be used
- Know your rights. Rights are rules about how you should and should not be treated.
- Get answers to any questions you have.



The Action Groups PBS Coach Practitioner can help you learn more about restrictive practices if needed.



Who is The Action Groups PBS Coach Practitioner?



My name is Vik Macharia, and I am the **PBS Coach Practitioner** for The Action Group.



My job is to work with you and your staff team so that you get the support that is right for you. Things like:



- asking is support working well for you – and if it's not, seeing how we can all work together to make it better.



- finding out what is important to you and what you feel you need to have a safe and happy life.