

# Delivering specialist challenging behaviour services in the community: The role of Behaviour Support Workers in a community challenging behaviour service

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# Aims of presentation

- A description of the Behaviour Support Worker role including details of how they become involved, how they provide support and the different types of support that they offer.
- The presentation highlights:
  - Walk the Walk support
  - Individual 1:1 support
  - Modelling
  - Supporting the supporters

# The Role of the Behaviour Support Worker (BSW)

- Work as part of the IST and in partnership with other providers.
- Undertake pre-assessments and observations, write reports and present information
- Contribute to the shared formulation and implement the interventions indentified, including:
  - BSW Walk-the-Walk
  - BSW Individual 1:1 support in the community
  - BSW Modelling to staff and supporters

# The Role of the Behaviour Support Worker (BSW)

- Support people who can be hard to help to have a better quality of life, and to stay in the local area
- Have individual responsibility for day to day service delivery - direct hands-on approach to managing difficult situations

# BSW Walk the Walk

- Specific intervention for the individual
- Transition from knowing to doing
- Modelling acceptable responses to situations and a whole way of being
- Delivering a consistent approach to reinforce skills through repetition
- Offering encouragement and increasing confidence in personal abilities
- Increasing opportunities and community participation

# BSW Individual 1:1 Support

- Provision of further 1:1 support in the community to develop relational security
- Use the relational security to:
  - Recognise individuality
  - Enable the person to feel important and valued
  - Encourage community participation
  - Manage anxieties
  - Develop coping strategies

# BSW Modelling

- Specific intervention for staff
- Transition of knowledge into practice (doing)
- Practical implementation of guidelines
- Teaches new skills, e.g. communicating, through demonstration
- Tailor and model approaches to accommodate individual learning styles
- Challenges to implementing this approach

# Other types of support BSW's offer

- Provision of 24hour telephone support
- Offering staff and supporters opportunities to debrief after difficult situations
- Arranging and attending reviews/case conferences and meetings
- Facilitation of and participation in staff supervisions, meetings, training packages and group work

# Summary

- Work in partnership with other professionals
- Complete pre-assessments to inform appropriate service response
- Provide relational security (Individual 1:1 support) and practical Walk-the-Walk support to individuals
- Support the Supporters (Modelling and 24hr telephone support)
- This helps people to reduce their use of difficult behaviour and enables them to live locally and to have better community participation