**Maybo Training Provided by Maybo Ltd**

**Introduction**

The Maybo training course provided by Maybo ltd Trainers covers:

* **Conflict Management;**
* **Disengagement;**
* **Assault Avoidance;**

and provides training in safety skills and strategies necessary, and appropriate, for the acute services. Provided by a nationally recognised external company the course is intended to help reduce risks and enables participants to explore strategies and skills for reducing conflict and improving personal safety. The physical interventions taught are for use in ‘last resort’ scenarios where non-physical strategies are insufficient and where there is imminent risk of harm.

Physical intervention methods are considered within the context and requirements of the acute services and the needs and vulnerabilities of the people that are supported within acute services. This course focuses on reducing the need to use force and, when used, structuring force in safe, ethical and lawful ways.

**Structure and Content of Course**

The course is a one day programme that is delivered by a Maybo ltd Trainer with the trainer to participant ratio being 1:12. The Trainers to date have had a Mental Health background and have been involved in training these techniques for a number of years.

The programme is a combination of theory and practice. Theoretical content is delivered through a modified lecture approach which is supported by a workbook supplied to participants on the day of the programme.

Theoretical content includes:

* **Conflict management,**
* **Recognising and reducing risk,**
* **Understanding human behaviour,**
* **Positive interactions and choices,**
* **Disengagement and diffusing situations**
* **Underpinning knowledge regarding PI (Physical Intervention).**

The theoretical content is delivered on the morning of the day.

The afternoon session is taken up with practical application. This practical session is simulation focused and demonstrates disengagement skills to avoid assault as well as other physical intervention skills that are focused on redirection and guiding.

These skills are demonstrated by the trainer and the participants have opportunity to practice these skills in the simulated environment.

Participant feedback on practical skills learned has been positive as demonstrated by the following comments taken from recent course evaluations

“*How to engage with clients and safely manage challenging behaviour through positive interaction. Well controlled and calm environment”*

“*Learned new skills regarding attending to patient being aggressive when trying to gain IV access or administer IV meds etc. as have experienced violence in workplace in similar situation.”*

“*Learned how to manage a patient being violent.”*