

Appendix 10

10 priorities of Good Practice for Commissioners in respect of services responding to Challenging Behaviour

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Top 10 – People who Buy Services

Non-aversive

- Services that use punishment will not be used.
- Commissioners will make sure that they check with providers to find out if they have the right attitude about punishment.
- Commissioners should develop new services that want to treat people with respect.

Understand and listen

- Commissioners will develop services that meet the needs of people with learning disabilities – not make assumptions about what they need because the label ‘challenging behaviour’ has been used.
- Commissioners will talk to everyone involved in a person’s life before making decisions.
- Commissioners must make sure that following national developments does actually meet the needs of local people.
- Commissioners will make sure local services are good enough to let people stay in their homes.
- Commissioners need to make sure that families get help when they need it.

Positive risk management

- Commissioners will only work with providers that enable people to take risks safely and carefully.
- Commissioners will only work with providers that want to help people to develop more skills.
- Commissioners will stop working with services that try to control people.
- Commissioners will develop policies to support providers so that services can help service-users to take risks.

- Commissioners will need to speak to people with a learning disability and find out what they think the important risks are.

Access to good quality of life

- Commissioners will develop services that help people to do the things that they want to do
- Commissioners will develop services that enable the needs of people with a learning disability to be understood – this will include talking to people with a learning disability, their friends and families and advocates.
- Commissioners will develop services that allow people to try different things and be individuals.
- Commissioners will check that goals in Person-Centred-Plans are being achieved and regularly reviewed.
- Commissioners will understand that people will have different ideas about what is a good quality of life for them.
- Commissioners will make sure that good services are developed to let people move back to their homes – it's not ok for people to have to move a long way from their homes and families and friends.
- Commissioners will make sure services will enable people to have relationships and express their sexuality and not view this as challenging behaviour.

Leadership and management

- Commissioners will involve people with a learning disability in the planning and monitoring of services.
- Commissioners will understand the need to provide good leadership and management in order to give good quality services.
- Commissioners will work in partnership with people to develop good leadership.
- Commissioners will make sure that services choose the right staff to support people with a learning disability – they will involve people with a learning disability in choosing who should get jobs.
- Commissioners will make sure staff are trained and have the right skills to provide the services that people need and want.
- Commissioners should look at national guidelines (like Valuing People Now and the Mansell report) so they can develop better services.

- Commissioners will help to raise standards by checking the quality of services and how people are treated.

Choice and control

- Commissioners will need to speak to everybody to understand the choices people are making – this includes people who have communication difficulties.
- Commissioners will make sure that all service-users are actively involved in identifying and selecting their own staff.
- Commissioners will not allow services to label people as “challenging” simply because they want to make choices that staff disagree with.
- Commissioners will make sure that there are a lot of choices available for housing and support options.
- Commissioners will not buy services that take away people’s choice and control.
- Commissioners will make sure that people are able to take control in ways that are right for them and at a time that is right for them.
- Commissioners will help services to be flexible so that people can change their minds about what they want.

Person-centred services

- Commissioners will check the quality of person-centred plans.
- Commissioners should make sure that all people with the label of challenging behaviour should have a good quality person-centred plan.
- Commissioners must make sure that extra support is available when it is needed.
- Commissioners should use person-centred plans to check which services they need to develop for people.
- Commissioners will make sure there are people with the right skills to facilitate person-centred plans.
- Commissioners will make sure that enough money is available for person-centred plans.
- Commissioners will make sure that services are regularly reviewed to make sure they are person-centred.

- Commissioners will understand that person-centred services are dependant upon person-centred commissioning.

Holistic services

- Commissioners will ensure that providers look at all parts of a person's life not just the things that are labelled challenges.
- Commissioners will make sure that assessments help us to understand more about the person and their needs.
- Commissioners will make sure that the right people are available to understand the challenges that people with a learning disability experience.

Coordinated services

- Commissioners need to ensure that they talk to other agencies and work together to meet people's individual needs and make sure they develop the right services.
- If things go wrong Commissioners will work with the person and their services to find out about why there were problems and learn about what happened.
- Commissioners will make sure that people with a learning disability have access to the services they want and the right support to access them.
- Commissioners need to make sure that services provide the things that they say they can provide.

Positive involvement of all services

- Commissioners will work hard to ensure that the community are involved in a positive way to help people have a good quality of life.
- Commissioners will make sure that people with a learning disability and those who support them are able to tell services in the community how they can best support people with challenging behaviours.
- Commissioners will ensure that services are able to challenge any discrimination about a person's particular support needs.