



*Delivering quality PBS led social care*



Who is really selling the magic beans?



## *Challenges in current social care*

- Not enough competent providers
- History of relying on hospital when things go wrong and then lack of trust in who to discharge to
- Although there are clear definitions of what PBS is, there is interpretation and no censorship or license so who is really doing it?
- Lots of reasons not to trust social care
- Financial pressures on the system - frameworks = race to be the cheapest
- Need to develop career pathways and grow good



*Is it so easy anyone can do it? What are our key components?*



## *Clinical leadership*

- Clinicians trained to the highest competence in behavioural practice
- High clinician-to-people-we-support ratio
- Clinical-Ops meetings to ensure alignment with clinical and operational practice
- Assessments and transitions with management and clinical leadership
- Co-produced support plans and risk management plans
- NEED to include skills development plans
- Begun growing our own, e.g. RNLD apprenticeship, access to MSc in ABA
- Each person has a monthly incident analysis



## *Strong management*

- Intensive team management from Deputy Enablement Manager and Enablement Manager
- Supervision process and audit process underpinned by Periodic Service Review
- Constantly striving to make key organisational intelligence easy to access at a glance
- Partnership working with people we support and families



## *Career pathways*

- Enablement Assistant training and reward
- Comprehensive induction
- Bespoke training for individuals needs
- Internal train the trainer opportunities
- Practice Leadership
- Deputy Enablement Management



## *What we value*

- Personalised
- Proactive
- Enabling
- Disruptive
  
- Small steps, slow progress
- A learning culture
  
- Resilience



## *We love challenges...*

- Challenging behaviour
- Challenging situations
- Challenging families (!)

Who says these terms are “bad”!



*We know we will slip back, but we are making progress*



## *Key areas of slippage (Challenges)*

- Getting cultures right in new teams
- Starting from 0 - building infrastructure from thin air
- Growth and maintaining values and quality - what worked when we had 50 employees doesn't work when we have 250
- Employing "nearly right" people
- Recruitment in general
- Developing business supports



## *What we have achieved*

- Supporting 38 people in 5 counties
- Employing nearly 250 people
- For each person we support there is a team committed to them, and clear evidence of their development (small steps).
- Clear relationships of value and high regard for people we support
- For most people we are the most resilient provider from a long list of failed placements
- Strong clinical and management team
- PBS is both our practice and our culture



## *So what is PBS4?*

- An awesome social care provider setting the bar?
- Understanding what is important to people and listening to what they say, however they say it?
- Recognising the need for a skilled workforce to meet the needs of complex people? (Is ignoring this discriminatory?)
- Supporting people to continue to grow and achieve what they want, no matter how small steps are and slow progress is?
- Providing resilient support that people can trust, so they know we won't run for the hills when times are hard?



*Finally, my usual soap  
box - “positive” doesn’t  
mean “good” and what  
right do you have to  
decide what is “good”  
for me anyway!*



other people  
when offered  
green olives



me when  
offered  
green olives