

# Entry for the 2015 RAID Awards for Working with Challenging Behaviour: **Neuropsychiatry Pathway, St Andrew's Healthcare.**

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**'The RAID® awards for excellence in working with Challenging Behaviour'. How do we encourage healthcare workers to recognise positives, create opportunities for, and promote adaptive behaviours within a sample of adults with progressive neurological conditions?'**

## **Summary**

The RAID® system is a form of Positive Behavioural Support (PBS). With the focus of therapeutic effort on positive green behaviours, the philosophy of care lays particular emphasis on primary preventative strategies; concentrating on nurturing and developing incompatible appropriate behaviour and gradually displacing disruptive behaviour. The Progressive Neurological Conditions (PNC) strand of the Neuropsychiatry Pathway at St Andrew's Healthcare, UK, delivers a variety of specialist therapies designed to successfully manage cognitive decline, reduce challenging and often extreme behaviours and encourage positive life experiences. National referrals are made for those who may present with high levels of challenging behaviours, which may not have been easily managed by local NHS provisions. Positive approaches are widely acknowledged as a way of minimising such behaviours. Reinforcing green behaviours is our focus, with detailed functional analysis of extreme behaviour through tools such as the Overt Aggression Scale – Modified for Neurorehabilitation (OAS-MNR) and the St Andrew's Sexual Behaviour Assessment Scale (SASBA) and clear risk management plans should red behaviour occur. A project incorporating the RAIDing principles was initiated in order to monitor and evaluate the impact of these approaches on both the individual and healthcare workers. Vincent Harding and Fiona Baker have contributed to this need through creating opportunities for healthcare workers to recognise, reinforce and record green behaviours. This has been achieved through continuing professional development (CPD) workshops; the use of RAID® approved promotional materials; and the development of individual green behaviour goals for patients with progressive neurological conditions. These interventions have provided a new drive towards incorporating the RAID® principles in daily practice and have significantly increased opportunities for healthcare workers to recognise, reinforce and record green behaviours. We believe that the uptake of the CPD workshops and endorsements from colleagues merit worthy consideration for the accolade of an APT award.

## **Basis for Nomination for Award (up to 1000 words)**

A vast amount of literature has focused on the behavioural symptoms associated with progressive neurological conditions, such as overt aggression or inappropriate sexual behaviour. These can have a significant impact on healthcare workers and the individuals themselves.

The principles of operant conditioning suggest that behaviour that is reinforced is more likely to be repeated. With this in mind a project was initiated which aimed to promote the importance of understanding, noticing, reinforcing and recording green behaviours and encouraging the use of proactive strategies to drive opportunities for positives and minimise challenging behaviours. The project included discussion of the types of behaviour which may be displayed by individuals with progressive neurological conditions. Furthermore it involved consideration of pro-active strategies including individualised person centred interventions which are meaningful and enjoyable to individuals and may minimise the effects of these behaviours for both them and the healthcare workers supporting them.

This project incorporated the RAID® therapeutic milieu in order to provide a unified and consistent approach to managing challenging behaviours through respectful and person centred approaches. (The Neuropsychiatry Pathway, St Andrew's Healthcare was awarded the RAID® centre of Excellence Award in 2010 as recognition for implementing the RAID® principles outstandingly well.) The interventions used as part of the project included nine individual hour-long CPD workshops, which involved discussion around staff perceptions of ward ethos and the strategies used to minimise extreme behaviours. It also provided participants with opportunities to formulate interventions and encourage a more positive experience for both patients and healthcare workers. In addition to CPD workshops, RAID® approved promotional materials were displayed on all wards to highlight and encourage the use of the approach. Individual green behaviour goals were developed in consultation with familiar healthcare workers and/or patients and their families where appropriate. In addition, comprehensive activity folders were created for each ward to promote engagement in positive meaningful activities. Healthcare workers were actively involved throughout the entire process and had regular opportunities to provide informal and structured feedback in order to improve practice and simplify methods of effectively capturing and recording green behaviours.

In order to understand the impact of these interventions and their integration into day to day practice, an internal audit of patients' clinical records was conducted across 5 wards within the PNC strand of the Neuropsychiatry Pathway to quantify the recording of green behaviours. This was conducted both 1 year prior to and 1 month following the interventions to increase our understanding of the potential impacts of positive behaviour approaches. From this, a weekly average was ascertained in order to monitor whether the interventions had increased the recognition and recording of green behaviours.

The results from 70 patients suggest a statistically significant increase in the number of green behaviour recordings between pre-intervention ( $M = .26$ ,  $SD = .41$ ) and post-intervention ( $M = 1.69$ ,  $SD = 2.40$ ),  $t(69) = -5.15$ ,  $p < .0005$  (two-tailed). The mean weekly increase between pre and post conditions of green behaviour recordings was 1.43 with a 95% confidence interval ranging from .88 to 1.98. A statistical power analysis was performed for sample size ( $N=70$ ) and was found to be .999.

Qualitative results from feedback sheets post CPD workshops suggested that healthcare workers reported feeling more able to create opportunities for green behaviour, and more importantly to recognise this when it occurs. Furthermore, they encouraged newer members of the team who were not yet RAID® trained to complete this training.

The clinical implications of the project included improvement in healthcare workers' understanding the importance of recognising, reinforcing and promoting positive adaptive behaviours in order to highlight progress, monitor changes over time and overwhelm challenging behaviours. By doing so, we know it is likely to reduce distress, optimise function and promote a person centred approach by supporting consistent care tailored specifically to patients' needs. Additionally, encouraging the use of positive proactive strategies decreases the likelihood of challenging behaviours by providing

additional opportunities for healthcare workers and patients to engage in morale-boosting positive discussions and reporting. Within the PNC strand of the Neuropsychiatry Pathway, green behaviours are recorded consistently and reported 3-months from admission and 6-monthly thereafter at CPA reviews, and the improved recording of these ensure reliable reporting of these.

We believe this project can be seen as a 'template for success' and it is hoped that these interventions will be rolled out to the Neuropsychiatry Pathway as a whole, in order to share good practice and consolidate our approach.

Accolades

**What was useful about the CPD workshop?**

"Learning how to reinforce positive behaviour to reduce the likelihood of future negative behaviours"

"More about creating a team ethos..."

"Being more aware of patients' positive behaviours"

**What could be improved with the CPD workshop?**

"More time to focus on case studies, individual patients etc"

"Use of video clips to reinforce examples of positive behaviours"

"Making sure there is adequate staff cover so that all staff could attend"