

Service User Guide

What can the
Positive Behaviour Support Service
Do for you?

"Belonging to one community"

What does this booklet tell you?

- Page 1. Perthyn's **Positive Behaviour Support Service** - The Team together
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5. Where we work
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10. Training
11. Therapy
12. Other Contact Addresses And Telephone Numbers

Accessible Information.

Perthyn aims to provide information in a way that is easy to read and easy to understand. If there is anything you do not understand please ask a member of staff to explain. We will always try to ask you if you understand

Any papers that you receive from **Perthyn** can be copied into your preferred language, large print, audio cassette or Braille. We will also make letters with symbols and photos if this helps.

Please ask a member of staff who will be happy to arrange this for you.

Positive Behaviour Support Service - The Team



Behavioural Support

The **Positive Behaviour Support Service** Team Members

Sharon Donovan



Director of Positive Behaviour Support Service
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Helen Rawlinson



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Helen

The **Positive Behaviour Support Service** Team Members

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Email: David.Thomas@perthyn.org.uk



Dai

The **Positive Behaviour Support Service** Team Members

Lee Campion



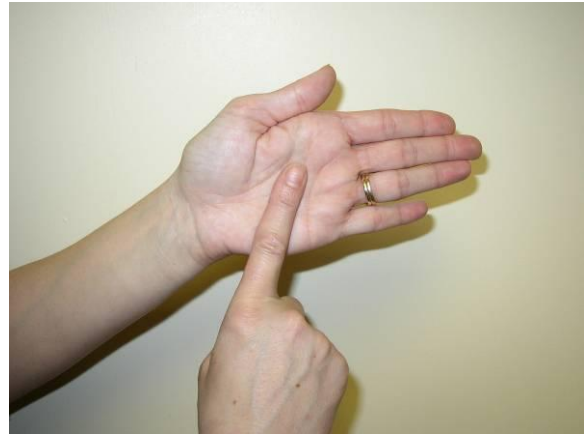
Behavioural Specialist

Office 422, KG Business Centre
Kingsfield Way, Dallington, Northampton
NN5 7QS

Tel: 01604 652815. Fax

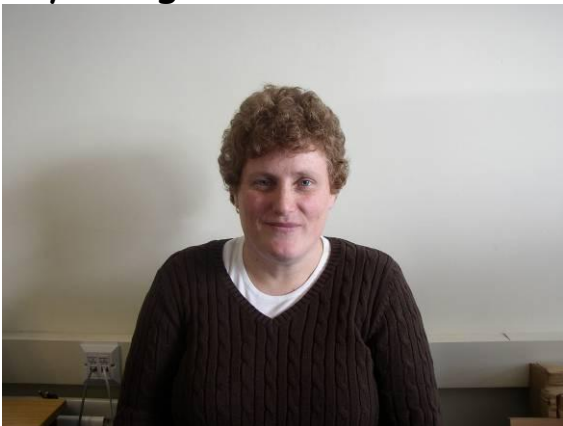
Mob. 07590 965123

Email: Lee.Campion@perthyn.org.uk



Lee

Cathy Wright



Behavioural Specialist

Office 422, KG Business Centre
Kingsfield Way, Dallington
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Tel: 01604 652815. Fax

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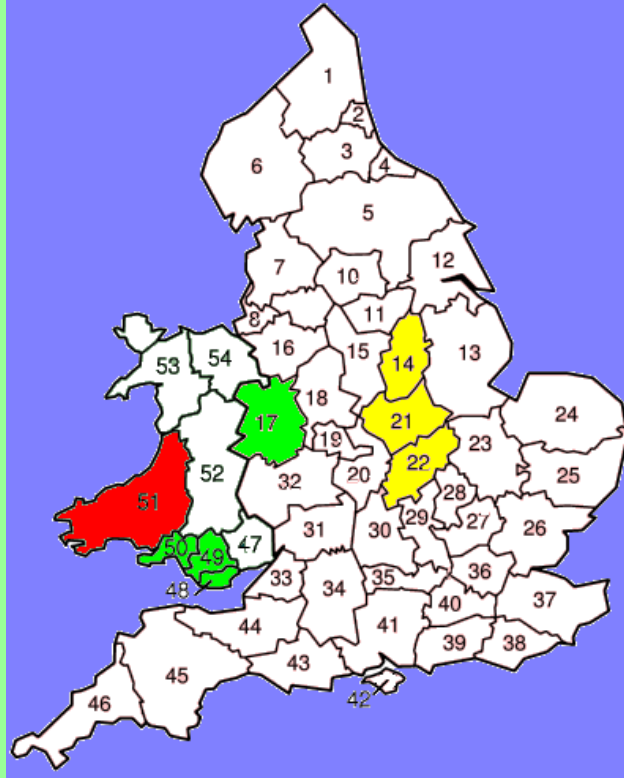
Email: Cathy.Wright@perthyn.org.uk



Cathy

Where we work

Map of England and Wales



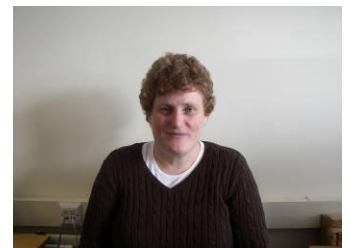
West Wales (51)
Carmarthenshire & Pembrokeshire



South Wales (48, 49, 50) &
Shropshire (17)



Nottinghamshire (14)
Northampton
Derbyshire (15)
Leicestershire (21)



What can the Positive Behaviour Support Service do for you?

Getting to Know You



The **Positive Behaviour Support Service** will visit you, your family and people important to **get to know you** and things about you. This will help us to let staff know what help you need.

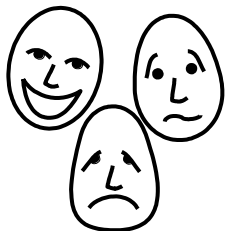
Positive Behaviour Support Plan



The **Positive Behaviour Support Service** will write a **"Positive Behaviour Support Plan"**,
This is a book that tells your staff important things about you like:-



- How to talk to you
- What you like and don't like
- How you like to be helped
- What activities you like to do



- What new things you would like to learn
- What makes you angry and upset



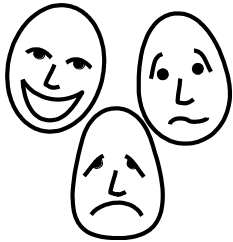
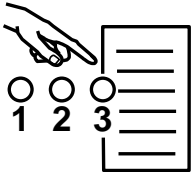
- How to help you to calm down and relax

What can the Positive Behaviour Support Service do for you?

Risk Assessments/ Risk Management Guidelines

The Positive Behaviour Support Service will write "Risk Assessments" and "Risk Management Guidelines".

These are plans that staff follow with you to:-



- Increase your chances to do things in your home and out and about
- Help to keep you safe when you are angry and upset. Sometimes staff may need to use "physical Interventions".

Checking Things Out

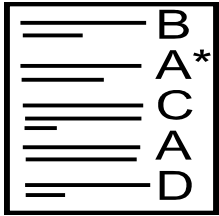
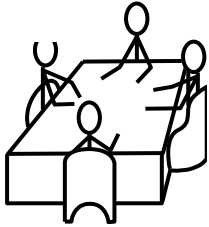
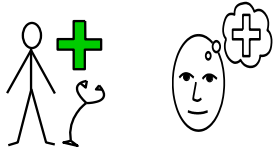
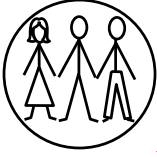
The Positive Behaviour Support Service will visit you in your home to check things out and see:-



- How you are?
- How well you are doing?
- How your staff are helping you?
- What you think about our services?

What can the Positive Behaviour Support Service do for you

Keeping in Touch / Meetings

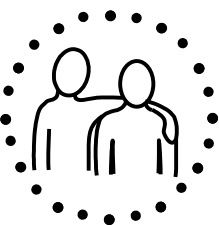
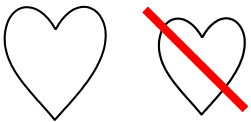
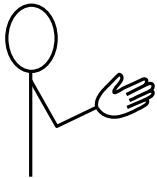


The **Positive Behaviour Support Service** will help you to **keep in touch** important people to you.

We will help you by:-

- Helping you to keep in touch with family and friends
- Helping you to keep in touch with your Doctor, Care Manager and Social Worker
- Helping you to go your meetings or go for you if you prefer
- Make reports that say how well you are doing

Post Incident Support



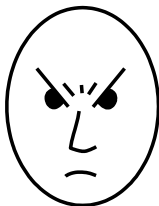
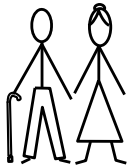
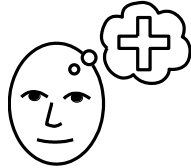
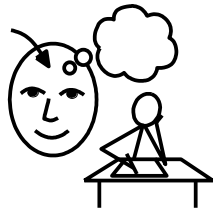
The **Positive Behaviour Support Service** will offer you and your staff "**Post Incident Support**".

This is a meeting that we will offer you and your staff after you have been angry and upset. This will give you a chance to talk about:-

- Your feelings
- What could have been done differently
- What the staff did to help keep you safe

What can the Positive Behaviour Support Service do for you

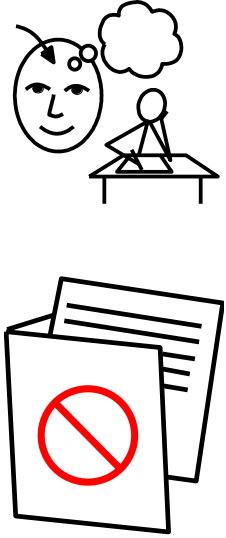
Training

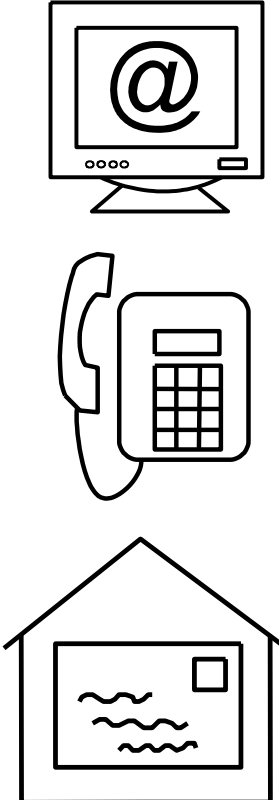


The **Positive Behaviour Support Service** will offer the following **training**:-

- ✓ Positive Behaviour Management Training - Theory and Physical Interventions.
Plans for staff to keep you happy and safe
- ✓ Autism
Some people see the world differently
- ✓ Mental Health
How we see the world
- ✓ Dementia
What happens as we get older
- ✓ Sexuality
Relationships
- ✓ Bereavement
When someone dies
- ✓ Anger Management
What we do to stay calm
- ✓ Post Incident Support
What to do after we get upset or angry
- ✓ Skill Teaching / Competency Development
To learn new things
- ✓ Other Training identified during assessment
Other important things about you

What can the Positive Behaviour Support Service do for you

Therapy	<p>The Positive Behaviour Support Service can offer you one to one therapy.</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> These are meetings and activities that will help you to talk about your feelings and worries. <input checked="" type="checkbox"/> These meetings will be held in a Safe Place with people you feel comfortable with.
	

Information	<p>If you would like more information about the Positive Behaviour Support Service Please contact us by</p> <ul style="list-style-type: none"><input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Telephone <input checked="" type="checkbox"/> Post
	

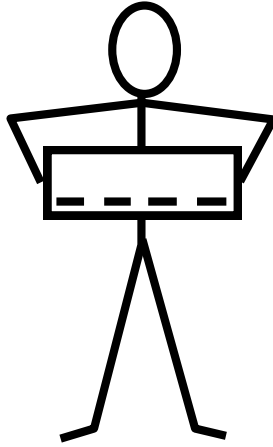
Other contact addresses and telephone numbers

West Wales	Perthyn
Swansea	Vivian Court Llys Felin Newydd Phoenix Way Swansea SA7 9FG 01792 311 980
Llanelli	Mid & West Wales Chamber Unit 705 The Business Centre Stebon Heath Terrace Llanelli SA15 1NE 01554 746044
Pembroke	Room G5 Sunderland House The Royal Dock Yard Pembroke Dock SA72 6TD 01646 686307
South Wales	The Coach House
Whitchurch Cardiff	Old Church Road Whitchurch CF14 2AA 02920 527000
Radyr Cardiff	Unit 5 6 B Station Road Radyr Cardiff CF15 8AA 02920 843440

Other contact addresses and telephone numbers

Mid Wales	YMCA
Rhyader	Dolgerddon Hall Dark Lane Rhayader LD6 5DA 01597 810055
England	1 st Floor
Shrewsbury Shropshire	Countrywide House Nightsway Battlefield Enterprise Park Shrewsbury SY1 3AB 01743466658
Nottingham	1 st Floor Office Suite
	The Old Mill Canalside Industrial Park Cropwell Bishop Nottingham NG12 3BE
Northampton	Office 422
	7 KG Business Centre Kingfield Way Dallington Northampton NN5 7QS

I have been given a copy of this service user guide and it has been explained to me.



SignedDate

Or on behalf of

SignedDate

Relationship.....