

BR Specialists' Standards for the Healthcare Industry:

Safe and Balanced Approaches to Aggression Management

Teaching Effective De-escalation and Proportionate, Appropriate Restraint Practices whilst Supporting the Wellbeing of Your Service Users and Empowering Healthcare Workers

“At BRS, our approach is deeply rooted in respect for the dignity and wellbeing of every individual we serve. We believe that effective aggression management training goes beyond teaching techniques—it’s about empowering healthcare professionals to create safer environments while upholding the rights and humanity of their patients.

By combining rigorous risk assessments, trauma-informed practices, and the lived experiences of our team, we train intervention methods that prioritise safety, compassion, and the highest standards of care”

Charlie Attard, Director

At BR Specialists, we are an established, independent training provider with extensive experience in healthcare, education, and other frontline-facing industries. We adhere to the following comprehensive standards to ensure the highest quality of training and practice:

1. Pre-Training Preparation

- **Comprehensive Training Needs Analysis (TNA):** We collaborate with client organisations to conduct a thorough TNA that evaluates current needs and potential risks. This analysis is informed by recent incident data, ensuring that training is targeted, relevant, and effective.
- **Independent Risk Assessment:** Each physical intervention included in our training undergoes a robust risk assessment to evaluate its trainability, safety, and potential psychological impact, ensuring suitability and minimisation of harm, as required under the **Health and Safety at Work Act 1974**.
- **Commitment to Reduction:** Our training aligns with a firm commitment to minimising the use of restrictive practices, ensuring adherence to the **Mental Capacity Act 2005** and **Care Act 2014**, which emphasise proportionate, best-interest-based interventions.
- **Inclusion of Lived Experience:** We incorporate insights from individuals with firsthand experience of restrictive interventions, enriching our training content and promoting empathetic practice.
- **Customised Delivery Plans:** We work closely with clients to establish clear delivery plans, including competency testing and regular refresher courses, in line with the **Mental Health Units (Use of Force) Act 2018**.
- **Accessible Training Materials:** We ensure that all training resources are clear, comprehensive, and accessible to all participants.

- **Structured Feedback Mechanisms:** We maintain a transparent process for addressing feedback, concerns, and complaints to drive continuous improvement.

2. Comprehensive Curriculum Content

- **Rights-Based Approach:** All our training is grounded in a human rights framework, prioritising the least restrictive options and emphasising the protection of individuals' dignity and autonomy, in line with the **Human Rights Act 1998**.
- **Focus on Prevention:** We emphasise primary preventative strategies and de-escalation techniques, ensuring that restrictive interventions are considered only as a last resort, consistent with the **Equality Act 2010** and safeguarding principles.
- **Emergency Protocols:** Our curriculum includes clear, actionable guidelines for managing emergency situations safely and effectively.
- **Risk Identification and Management:** Participants learn to recognise and mitigate factors that may elevate the risk of harm during interventions.
- **Data-Driven Practice:** We encourage the use of data to continuously refine and minimise reliance on restrictive practices, in line with **General Data Protection Regulation (GDPR)** and the **Data Protection Act 2018**.
- **Trauma-Informed Training:** Our approach considers trauma histories to ensure that interventions do not retraumatise individuals and promote recovery-focused care.
- **Lived Experience Integration:** Our team includes key staff members with unique dual perspectives, having personally experienced both sides of restrictive interventions - as a patient within a secure unit and later as a healthcare professional implementing these techniques. This invaluable firsthand experience enriches our training approach with authentic insights into both the patient and practitioner experience.
- **Empowering Employees:** Our training not only centres on service users but also prioritises employee confidence. We provide staff with the knowledge and skills needed to act within legal boundaries and use de-escalation and physical intervention techniques effectively, ensuring their own safety and that of the individuals in their care.

3. Post-Training Standards

- **Ongoing Competency Assessment:** We regularly assess participant competence and gather feedback to inform future training enhancements.
- **Comprehensive Record-Keeping:** We maintain detailed records of training activities and outcomes, supporting transparency and accountability, as mandated by **Care Quality Commission (CQC) standards**.
- **Commitment to Quality Assurance:** Our training programmes are subjected to regular quality assurance checks and updates to maintain the highest standards.
- **Annual Refreshers:** We provide annual refresher courses to ensure participants' skills remain current and aligned with best practices.

4. Trainer Competence and Professionalism

- **Qualified and Experienced Trainers:** Our trainers uphold high professional standards, supported by extensive field experience and relevant qualifications. All our trainers are trained through NFPS Ltd to a minimum of BTEC level. Below we outline

the standards and audit process of NFPS Ltd:

- 'All training is delivered to National Awarding Body Standards and as a Pearson Centre of many years standing NFPS Ltd delivers specific BTEC qualifications in physical intervention, conflict resolution and risk management and assessment, which allow us to deliver a structured approach to learning and development which provides good evidence for audit and investigative purposes if required
- NFPS Ltd's training was initially legally audited by Earnly Money, Barrister at Law and legal input has also been provided by: Michael Mansfield QC, Professor Gary Slapper LLB (London), LLM (London), PGCE (Manchester), PhD (London), John Wadham: Solicitor and Human Rights expert, Chair of the UK's NPM and Associate at Doughty Street Chambers and Eric Baskind – LLB (Hons), LLM, MCI Arb, FRSA, FHEA.'
- **Commitment to Safety and Compliance:** We prioritise safety throughout our training sessions and ensure compliance with the **Health and Safety Executive (HSE)** guidelines.
- **Continuous Professional Development:** Our trainers engage in ongoing professional development to maintain their expertise and deliver top-quality training.

Our Core Principles

- **Human Rights-Focused:** We are committed to upholding human rights and maintaining a person-centred approach, ensuring compliance with the **Human Rights Act 1998** and **Mental Health Act 1983 (amended 2007)**.
- **Legislative and Regulatory Alignment:** All our training is aligned with current UK legislation and sector-specific regulations, including the **Care Act 2014** and **Equality Act 2010**.
- **Dedication to Minimisation:** We prioritise minimising restrictive practices, ensuring their use is always a last resort, fostering safe and respectful care.
- **Supporting Employee Confidence:** We ensure that employees are equipped to work confidently and safely, knowing they are acting within the law and using effective, appropriate techniques.

Charlie Attard, Director

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