

# Wellbeing and Safety Planning Guidance Document

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## Introduction

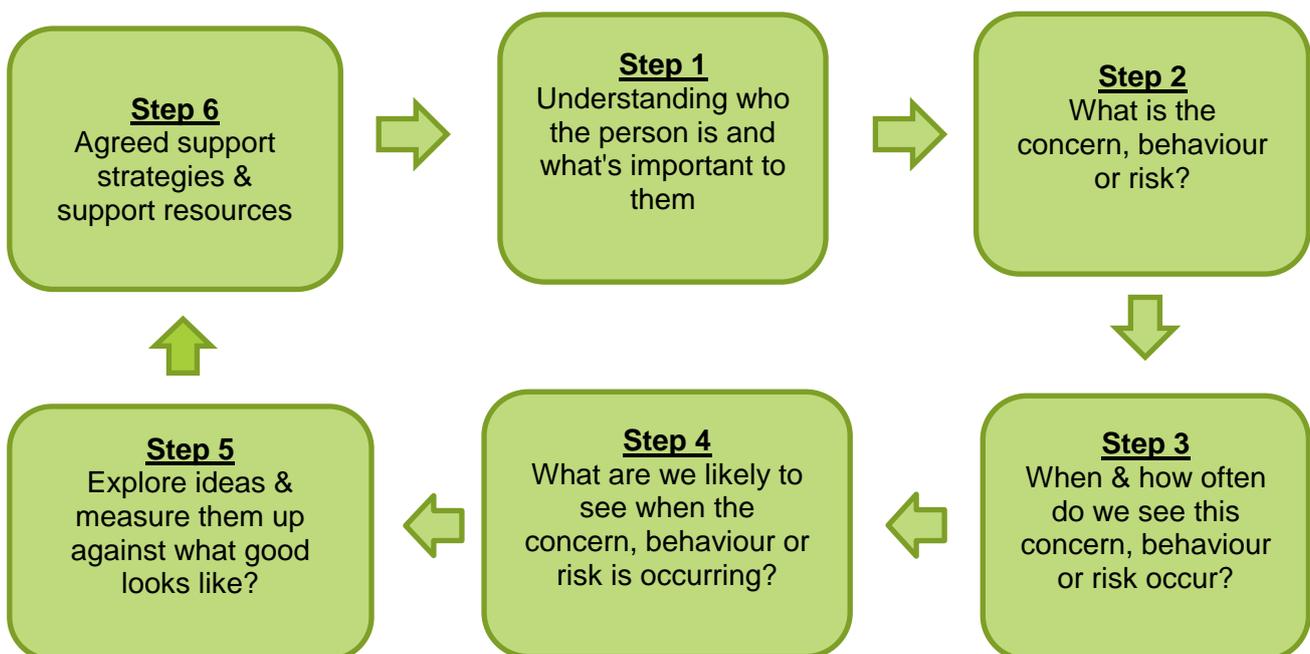
Avivo want to support people to live their lives in a way that makes sense to them. In doing this we support people to take risks in a thoughtful and considered way, whilst aiming to ensure people are not in situations involving vulnerability, exposure to danger or harmed either physically, financially, psychologically, or sexually, due to an action or interaction by our organisation.

However in doing the above, it does not mean that we can, or should, remove all elements of risk from a person's life as our approach aims to balance "positive risk taking" around the values of independence and protection for the person and the community in a proactive and positive way.

To assist with this, Avivo's Support & Development Advisors support, coach and facilitate individual service design and support systems for people with complex support needs or people who require more detailed planning to keep them safe and well. With the aim of:

- Working with individuals and relevant stakeholders to develop and implement a Wellbeing and Safety Plan
- Ensuring any planning undertaken promotes choice, control and decision making to ensure individuals live a life of their choosing
- Identifying and outlining agreed support responses and behaviour support strategies
- Increasing the safety and wellbeing of the person or others by aiming to minimise risk and putting in appropriate support strategies
- Reducing the likelihood of behaviours / areas of concern developing and / or increasing
- Eliminating unnecessary use of Restrictive Practices
- Maximising opportunity for individuals to connect and participate in their community
- Increasing the overall quality of life of the individual and important people in their life

## Avivo's Person Centred Wellbeing & Safety Approach



## **Step 1 – Understanding who the person is and what’s important to them**

For Avivo’s approach to work we need to understand who the person is, otherwise we only respond to what we see as negative behaviours. How well we listen and observe what is important to the person, what the person’s skills and capacities are, as well as our understanding of what good support for the person looks like, will determine what and how we support customers in a way that is meaningful to them and Avivo.

## **Step 2 - What is the concern / behaviour / risk?**

Often people will engage in behaviours of concern or risk when trying to communicate something and / or have their needs met. This means that in some situations what people imagine as a risk, may be a perceived risk and not an actual risk so taking the time to clarify what the actual risk is, is important. A couple of useful questions to ask during this step include:

- Why did the person react in this way?
- At this time, the person?
- In this situation, the person?
- What might the person have been feeling / trying to communicate?
- Who do we need to report it to & do forms need completed i.e. incident or accident report, serious incident form, restrictive practice consultative committee etc?

We must be mindful of our own perceptions of risk during step 2 and how this may be influencing our opinion and the person’s decisions in relation to risk taking.

## **Step 3 – When and how often do we see this concern / behaviour / risk occur?**

When looking at what the most effective support strategies are for the person, it’s important to understand what the person might be communicating through their behaviours, or to determine what the actual risk, behaviour or concern is i.e.

- When do we see it happening?
- Are there any specific events or activities when we see this happen?
- How often does it happen (daily, weekly, monthly etc?)

## **Step 4 – What are we likely to see when the concern / behaviour / risk is occurring?**

Once we have identified the specific behaviour, concern or risk and considered when we see this occurring and the frequency of it, it is also helpful to identify:

- Any cues or physical signs the person may display e.g. goes red in the face, becomes withdrawn etc.
- What they might have been feeling at the time or the lead up to the situation escalating.

## **Step 5 – Explore ideas & measure them up against what good looks like?**

As Avivos approach is based on finding creative solutions rather than simply ruling things out, it is important when identifying strategies that the customer and the team are going to try that it is believed they will decrease the frequency and severity of any concerns, behaviours or risks occurring. Some useful questions to consider are:

- What have we tried?
- What have other relevant stakeholders tried?
- What have we learned?
- What seemed to work well for the person?
- Are there any consequences of doing nothing, including the opportunities that will be lost if we don't support the person to take the risk.

## **Step 6 – Agreed Support Strategies & Support Resources**

Once you have exhausted looking at what the concern, behaviour or risk(s) are and have thought through all the possible strategies, information should be documented on the wellbeing and safety section of the persons support plan. If you however feel that you need advice, support or guidance to do identify what the concerns, behaviours and risks are or what the required support strategies should be, please complete the Working with Vulnerable People Referral Form OP-FRM-612.