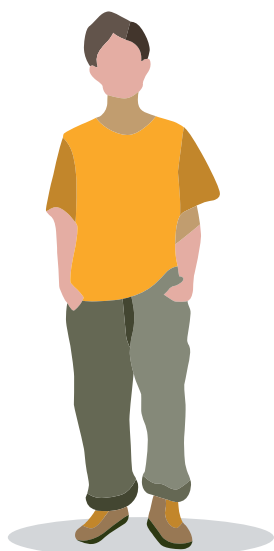

03 **The role of families in the development and implementation of PBS plans**

A particularly important value in Positive Behaviour Support (PBS) is coproduction; the person and their family should be involved in all elements of the assessment and PBS plan. This is essential to ensure the plan is the best possible representation of who the person is and what is important to them, the

strategies are realistic and a good fit for everyone involved in the person's care and support.



Family involvement and good partnership working between all those who have a role in the person's life is vital in order to improve the quality of support and to gain the best outcomes for the person.



Starting as you mean to go on

The most effective PBS plans are those that truly reflect who this person is; their strengths, their aspirations; what is most important to them. As a family, you understand and love your relative better than anyone else and so good PBS practitioners should enable you to play a vital role in ensuring this is captured and shared.

Since the main aim of PBS is to enhance the person's quality of life and wellbeing, families will play a huge role in supporting the person to communicate what a life of value looks like for them.

Coproducing PBS plans

PBS plans are informed and developed following an assessment. A central part of the assessment process is identifying the events and situations which the person finds difficult and the types of behaviours the person may use to communicate this. The assessment should also support everyone to appreciate what the person is trying to achieve when they display these behaviours. This is understood through speaking with those that know the person well and careful observation of how the person interacts with their environment.

A number of factors play a role in how the person interacts with their environment and families are the best source of information. A person's history and life experiences shape who they are and need to be included and shared, to avoid the risk of losing important clues about what works and what doesn't work for this person.

A large number of difficult behaviours, or behaviours that may cause concern, can be related to underlying and unmet health needs. People with learning disabilities and autism often struggle to get good support because they may be unable to access mainstream healthcare without significant reasonable adjustments. Sometimes children and adults with learning disabilities or autism may find it difficult to communicate pain or discomfort in a way that others can understand. Families therefore will often need to work closely with GPs and other health professionals to ensure that they can advocate for appropriate treatment and reasonable



adjustments. It is important for families to be supported in order to have their voices heard when they explain to health professionals how their relative expresses pain or discomfort.

Families have a wealth of information to share with others around how the person communicates, what makes for a comfortable environment, what kind of interaction makes the person feel most secure and at ease, as well as how the person can be supported to do the things that are important to their wellbeing. Families will also play a vital role in coaching others in how to provide the best possible support for their relative. They should be involved in training staff to work with their relatives.

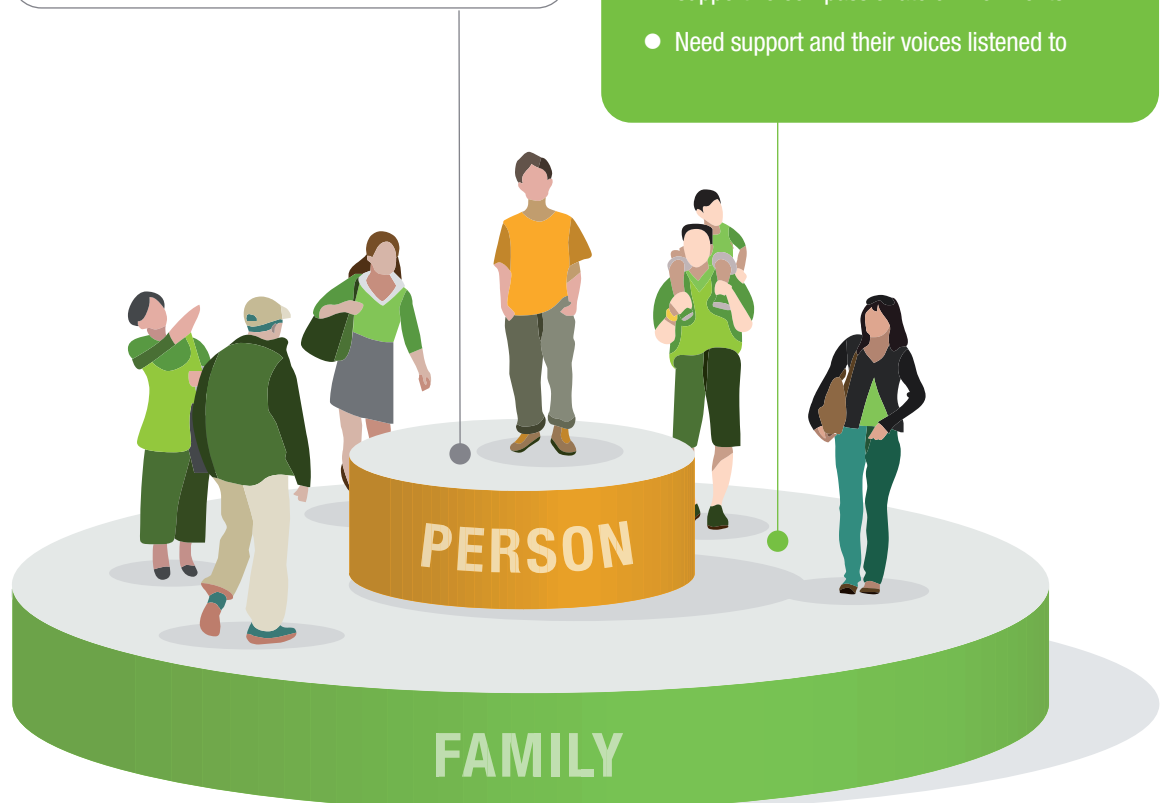
Families will also play a vital role in coaching others in how to provide the best possible support for their relative.

The person being supported

PBS keeps the person being supported at the centre of all decision-making. Support is shaped by the person's life experiences, their preferences and the approach is holistic.

Family members

- Experts by experience about their loved ones
- Have a right to be involved in decisions and how they are supported
- Can co-produce the best solutions to create supportive compassionate environments
- Need support and their voices listened to



Families are central to the process of evaluating whether a plan is working, and when and if changes need to be made

Evaluating what works

It is of vital importance that PBS plans are living documents which are updated and amended to reflect changes for the person. Families are central to the process of evaluating whether the plan is working, and when and if changes need to be made. This ensures that the support is flexible and continues across the lifespan. PBS plans should include outcomes that can be clearly evaluated and continuously reviewed and monitored.

People outside of the person's home and family, often do not understand what it is like to 'walk in their shoes' and see things from the person's perspective. A family's views about whether the plan and the strategies are a good 'fit' for their situation will help everyone to have clear and realistic expectations.

Further information

For local general support for families and carers contact
All Wales Forum: www.allwalesforum.org.uk

For support with behaviour that challenges contact
Challenging Behaviour Foundation:
www.challengingbehaviour.org.uk

See *Additional Resources* document for more information.

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