

# **Restraint Reduction Network Training Standards and Certification Survey 2020**

There were 11 responses to the survey. Nine were from certified training providers, two were from training providers working towards certification.

## **Feedback about the Restraint Reduction Network Training Standards**

- 1. Which changes to the standards support raising the bar and improving the quality of training with a restrictive intervention component?**

The key standards that training providers thought would raise the bar were in three groups:

- a. Qualifications, training and refreshers for trainers
- b. Some providers (certified and non-certified) felt trainer to delegate ratios could be improved and would have more impact on raising the bar, although there was no agreement about whether this should be raised or lowered
- c. Some providers felt it was too soon to identify the impact of the changes

## Quotes

### Certified Providers:

Trainers – “I think that there should be a requirement for the people responsible for delivering the senior trainer updates to attend one Bild update on Restraint Reduction Network Training Standards 2019 standards annually.”

“Yes, I believe all trainers who work for organisations have to become senior trainers and therefore must meet the standards”

“I believe the standards are currently adequate and have raised the bar already, it is too soon to identify what else needs to be done”

“Trainers should have a recognised teaching qualification.”

### Non-certified providers:

“I believe that the trainer to delegate ratio should be increased to improve the quality of training and assessment.”

## 2. Training providers were asked if they felt there should be additions to the current set of standards

Three respondents indicated no additions were needed (including one non-certified provider).

The key points raised in relation to additional standards are:

- a. Not needed/let it bed in
- b. A requirement for external updates
- c. The responsibility for supporting implementation also needs to sit with commissioners

### One certified provider said:

“No too many additions have been made so far these need a little time to embed and settle”

### **3. Is there a need for reasonable adjustments to be inclusive of different sectors, nations and populations?**

Four respondents said no including one non-certified provider.

The key points raised in relation to reasonable adjustments are:

- a. Concern for cost implications for smaller providers
- b. Not currently mandatory across all sectors, nations and populations

## **Quotes**

### **A certified provider said:**

“We have found the costing implications from the quality assurance and administration needed to maintain the standards have had some impact on local small providers which do require our training but whom can’t afford the training”

### **4. What additional areas of implementation would you like to see?**

There were no responses from non-certified providers to this question topic. One certified responder said none.

The key points raised in relation to additional areas of implementation are-

- a. All sectors should become compliant
- b. Guidance for agency staff is needed
- c. Requirements in relation to commissioning needed

## Quotes

### Certified Providers said:

“The government has a remit to reduce the size of services. If such a service wants their service to be compliant to April regulatory requirements, then they will need external scrutiny of their training which will come at a disproportionate cost to their size as QA is QA.”

“I would like to see all of the UK in health, social and education service become compliant with the standards”

“Agency staff guidance is needed”

“Ofsted - Mandatory requirements for commissioning organisations in respect of the standards. How do they/ how will they fit within education?”

### 5. How effective is the Quality assurance of training in a previously unregulated market

Three respondents reported that the certification process is very effective at providing quality assurance of training in a previously unregulated market,

Five reported it was somewhat effective.

### 6. Other feedback about the Restraint Reduction Network Training Standards

The key points raised are that-

- a. The standards are needed and an improvement
- b. The standards have helped teams to improve processes
- c. There needed to be more of a consultation process with training providers when the standards were developed

## Quotes

### Certified Providers said:

“When I first read the standards I struggled to make sense of it all. However, the more I read the clearer it became. Our team questioned one or two of the standards and how they could be applied, and I feel we were listened to as things were adapted as time went on. Working to the new standards gave us the opportunity to overhaul all our documentation and streamline and this has had a positive effect on the team.”

“Definitely needed and will hopefully ensure that restraint plays a minimal role in care moving forward thank you.”

“A fantastic improvement on the old Bild Code of Practice. The proof will be in the implementation.”

## Feedback about the Certification Scheme

### 7. One change training providers suggested to improve the impact of certification

The key changes suggested were:

1. Regulators also providing scrutiny
2. Legislation to mandate certification
3. Clarity and speed of processes and communication from Restraint Reduction Network and Bild Association of Certified Training

## Quotes

### **Certified Providers said:**

“All quality assurance in any situation is flawed in that the system being scrutinised can put on a front stage performance.... the impact can be improved by regulators also ensuring scrutiny

Legislation to change so that all training providers were obliged to be certificated

Speed of answering questions, an online forum/Q&A Service.

Clarity around language and terms used - what is certified? curriculums/courses Robust copyright/IP protection

### **Non-certified providers said:**

“Clearer communication about the accreditation standards expectations.”

“Length of process and continual change of expectations.”

## **8. Suggestions for reducing the impact of the bureaucracy of the scheme on training providers**

The key points raised in relation to reducing bureaucracy are:

1. Having strong IT skills
2. Clear and well adhered to timescales
3. Amount of data to provide and duplication of evidence, an improved cross-referencing system would help
4. Use of Submittable as a workable system

## Quotes

### **Certified Providers said:**

“Me being more organised and IT savvy because I still prefer paper copies.”

“Clear and followed time scales for all sections including post certification”

“Clear timescales would, I believe allow teams to plan implementation of the new standards.”

“The vast quantity of data provided for evidence, very time consuming!”

“Costing implications”

“Ongoing use of Submittable. Since the original use of Submittable we have not been able to go back to it to upload further evidence. We cannot go back to it to check what was originally uploaded - this has led to confusion and possible duplication”

### **Non-certified providers said:**

“There are aspects during the certification process that feel duplicatory and we were asked to provide same or similar evidence several times. A better cross referencing system would support a smoother process.”

## **9. Other feedback about the certification scheme and process?**

The feedback provided made the following key points-

1. The process has helped raise standards and practice.
2. It is an overwhelming process to engage in
3. Responsiveness to communication has room for improvement
4. Data protection should be addressed through not using personal email addresses

## Quotes

### **Certified Providers said:**

“I have been bewildered by the many strands of the process and the sheer weight of input”

“This has been a huge achievement for us thank you”

“Concerns raised over how standardised the assessment will be to keep a fair playing field.”

“We have asked many questions - via email. Some are never answered, some are answered immediately, some are answered - but there is a great delay. Could we have some KPI's around turnaround times for enquiries? An organisational structure chart - so we know who to contact for what? Assessors would be operating from a Bild Association of Certified Training email address - not a personal email. We have HAD to send a lot of very commercially sensitive information by email, potentially to a personal email address. This is not acceptable. How do we know this hasn't been forwarded, downloaded etc.?”

### **Non-certified providers said:**

“The certification process has been rigorous and helped us to develop clearer policies and procedures in certain areas. We believe the process has supported us to improve quality outcomes.”

## **10. What is the greatest overall benefit of the Restraint Reduction Network Training Standards and certification?**

The key points raised in relation to overall benefits are:

1. Improving performance and standards
2. Highlight need to reduce restrictive practices
3. External scrutiny which can create a cycle of continued improvement
4. Influencing sectors beyond learning disabilities

## Quotes

### **Certified Providers said:**

“Uplift of governance”

“Bring like-minded people together to improve service user care and treatment”

“From a purely personal point I believe changing from the learning disabilities aspect in Bild will encourage other parts of the care sector to engage such as mental health or alcohol/substance misuse support.”

“Increasing the threshold and increasing the standards of care”

“To wake people up to the need to reduce reliance on restraint”

“Provision of external scrutiny - which can act to widen understanding, suggest developments, move things forward”

### **Non-certified providers said:**

“Provides robust standardised training criteria and supports training providers to have more influence over the reduction of restrictive practice”

“The aim to reduce the need for restraint”

## Our immediate actions and responses to feedback

A quarterly Bild Association of Certified Training newsletter will include changes to standards, responses, FAQ's and links where queries are best directed.

All Bild Association of Certified Training Assessors will have organisation email addresses.

The risk assessment tool that supports the training ratios has been published and is available to certified training providers and training providers going through certification.