

Summary Evaluations from Training sessions delivered to IAPs April 2019 – December 2019

A total of 10 sessions were delivered, to a total of 114 participants from 10 IAPs, covering 4 different topics:

- Dealing with Aggressive/abusive/violent behaviour in APs
- Effective Engagement for staff working in APs
- Risk Assessment & Management for AP staff
- Trauma Awareness for AP staff

All participants were asked to score their overall satisfaction, answering the following questions:

1. How well were the aims of this event achieved?
2. How confident were you in this subject and its application to your role **PRIOR** to the event
3. How confident were you in this subject and its application to your role **AFTER** the event.

All participants were also asked to comment on:

4. How their practice will change/be reinforced as a result of the training
5. The extent to which the trainer recognised inclusion and diversity throughout the session.
6. Any other feedback, including suggested improvements

The results that were recorded are illustrated in the graphics on pages 2 & 3.

Chart (1) shows the total percentage recorded over all participants who were asked to score how well they felt the aims of the session had been achieved.

Chart (2) shows how the participants scored the level of their confidence in the subject of the session before the session and then again at the end of the session. This provides a measure of how the training is raising the skills of participants across all the training topics.

(A key to the session codes is given below both charts)

Chart 1 – Showing overall satisfaction aims achieved, by session

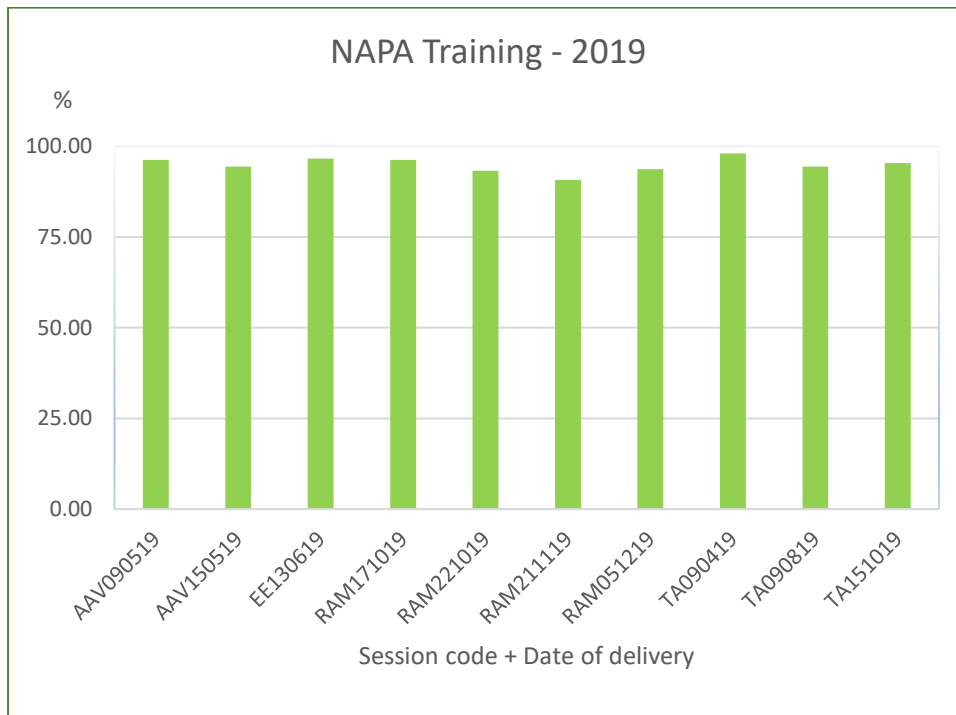
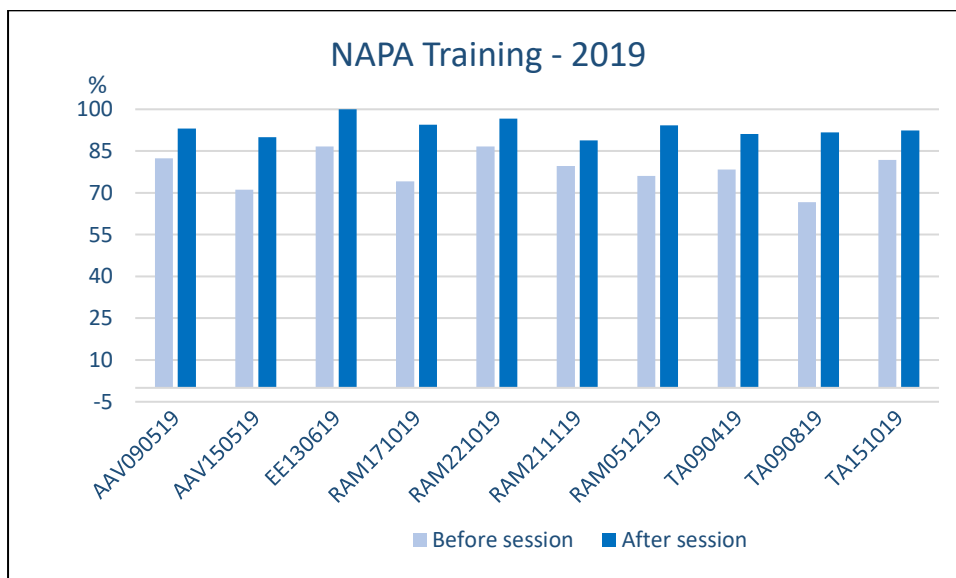


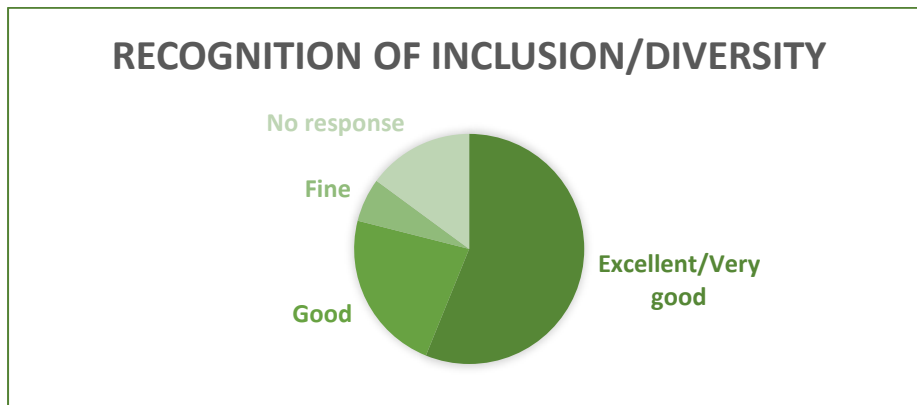
Chart 2 – Showing level of confidence in subject area, before and after training



Key to session codes:

- AAV Dealing with aggressive/abusive/violent behaviour in Aps
- EE Effective Engagement Training for Aps
- RAM Risk Assessment & Management for AP staff
- TA Trauma Awareness

Chart 3 - Participant feedback on how well the trainer recognised inclusion/diversity (summary across all training sessions)



Tables 1 and 2 on the following pages, give a snapshot of the typical comments submitted by participants. These include a representative example of comments, suggestions and compliments, selected from the complete record of evaluations.

Overall Conclusions:

Feedback from right across all sessions delivered in this period was exceptionally good. Satisfaction rates across all subjects and sessions was consistently high, as evidenced by an average of 94.5% for the extent to which participants felt that the aims of the training had been achieved – the highest score for a session being 98%.

The feedback also evidences the consistency with which the training was delivered, with regards to diversity and inclusion, 80% offering their assessment of this as Good or Very Good/Excellent.

The potential impact of the training, as measured by confidence levels in the skills and knowledge of the participants before and after the sessions, reflects a notable positive increase across all IAPs and subjects.

Comments from the participants strongly support their overall satisfaction and recognise their appreciation of the trainer's own level of skill and knowledge. It was felt that this enabled the training to be tailored to the specific needs and experiences of staff working in APs. Several positive suggestions were recorded and will be taken into consideration in the planning and design of sessions run in 2020-21.

NAPA would like to thank all participants for their valuable feedback, and to thank Peter Fail for the high quality of the training delivered during this year.

Table 1: Comments given in response to query on examples of how working practice will be changed or reinforced following the training:

Session Title	Commonly shared feedback comments	Specific example comments
Dealing with aggressive / abusive & violent behaviour in APs	<ul style="list-style-type: none"> ➤ Better able to recognise potential aggression triggers, & increased confidence to apply techniques to diffuse escalation. ➤ Improve communications across the team. ➤ Be aware of safety – own and others 	<p><i>“Try to ensure increased communication within the team; more mindful of my own personal safety”</i></p> <p><i>“Importance of helping residents build internal controls once external controls start to be removed”</i></p> <p><i>“Feel I have skills to recognise complexities of diff types of trauma; confident to develop these further”</i></p>
Effective Engagement training for staff working in an AP	<ul style="list-style-type: none"> ➤ Bringing a mindful approach to working with residents 	<p><i>“Focus on giving as much positive praise as I can, & relay this to residents as a reinforcement”</i></p> <p><i>“Use my listening skills more”</i></p>
Risk Assessment & Management for AP staff	<ul style="list-style-type: none"> ➤ Improved communication skills ➤ Listening, information sharing, recording 	<p><i>Reinforced the importance of information sharing, following up & seeing bigger picture of all info available</i></p> <p><i>“More mindful of body language of residents & not just what they are saying”</i></p> <p><i>“Better understanding of how risk assessment tools translate into better practices”</i></p>
Understanding Trauma for AP staff	<ul style="list-style-type: none"> ➤ Majority of respondents highlighted commitment to better and more active listening skills; greater empathy; development of enhanced skills in recognising evidence of trauma 	<p><i>“Reflect more on presenting behaviours & what it could be about; different approaches to this”</i></p> <p><i>“Remember sometimes just listening is very effective & valuable”</i></p> <p><i>“Learn not to control situations when someone displaying trauma distress; allow them to express themselves safely”</i></p>

Table 2: General feedback from participants across all training sessions

Category	Commonly shared feedback	Specific comments
Suggestions:	<ul style="list-style-type: none"> ➤ Some participants would like the inclusion of more interactive elements of the training 	<p><i>“Very comprehensive; would like more role play”</i></p> <p><i>“Maybe slightly more interactive - requires a lot of listening”</i></p> <p><i>“More practical exercises”</i></p>
	<ul style="list-style-type: none"> ➤ A few participants noted that the training could have been enhanced by further practical examples, including the use of video clips 	<p><i>“Perhaps a few video clips of aggression & how it was resolved”</i></p> <p><i>“Include some videos on the presentation”</i></p> <p><i>“More techniques to deal with different type of reactions to trauma”</i></p>
	<ul style="list-style-type: none"> ➤ Whilst appreciating the need for keeping paperwork to a minimum, some participants would like the option of receiving a handout of the slides – particularly if they had any difficulty in seeing projected presentation slides. 	<p><i>“Better power point facilities”</i></p> <p><i>“Handout of the slides preferred-but appreciate the need to be paperless”</i></p> <p><i>“More handouts”</i></p>
	<ul style="list-style-type: none"> ➤ On one specific session on ‘Trauma Awareness’, 3 people felt the session could have been shorter 	<p><i>“Long day; could be half day”</i></p> <p><i>“Could have been shorter session, moved quite a slow pace”</i></p>
	<ul style="list-style-type: none"> ➤ Room comfort- on odd occasions, the room proved not to be ideal, but this was fed back to host providers at the time, & mostly no issues 	<p><i>“More comfort in room - ie desk”</i></p> <p><i>“Bigger room to be provided by employer for course”</i></p>
Compliments	<p>There were many! Most appreciated were:</p> <ul style="list-style-type: none"> ➤ The knowledge, approach and style of the trainer ➤ Participants also felt that the level and content of the training were very appropriate and accessible, whether to new or existing staff 	<p><i>“Brilliant trainer; v knowledgeable; great that it was so specific to APs”</i></p> <p><i>“Trainer’s willingness to share personal experiences increased effectiveness of the training”</i></p> <p><i>“Trainer well organised and knowledgeable”</i></p> <p><i>“Well presented. Thoroughly explained”</i></p> <p><i>“Good discussions related to practical real life things at AP we can put into practice”.</i></p> <p><i>“Great training; hope for rest of the team to benefit from this”</i></p>