

**Joint Training for  
Adult Community &  
Health Services**

Health, Housing, Community  
Services, Independent &  
Voluntary Sectors



**Joint Training for Adult Community and Health  
Services**

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**Shropshire Adult Social Care Strategy for 2014 -> 2017**

**Protecting**—Strive to keep people from harm (in a way that  
doesn't compromise their choices)

live life: your way



**Telford & Wrekin  
COUNCIL**



**THE MANAGEMENT OF ACTUAL OR POTENTIAL  
AGGRESSION**

Management of Actual or Potential Aggression  
is a range of training courses designed to  
provide staff with positive strategies for deal-  
ing with difficult situations keeping you and the



people you work  
with safe when  
they become anx-  
ious, frightened or  
can present a  
risk.

**The range of MAPA® courses available through the  
Shropshire Joint Training team are as follows:**

1. Personal safety at work
2. One day Safe care
3. Two day MAPA® Foundation Course
4. MAPA® Advanced Physical Skills
5. Dementia Capable Care Behaviours

## What is MAPA®?

MAPA® training programmes are designed to help staff in a variety of settings to deal with aggression in a way that keeps everyone safe.

The focus of all the courses is to ensure staff:

- Have essential knowledge, skills and confidence
- Can prevent, decelerate and de-escalate crisis situations so that restrictive practices can be avoided
- Have the necessary skills to manage risky behaviour when it does occur

All MAPA® training courses are accredited by BILD (British Institute for Learning Disabilities) and have been independently risk assessed.

### MAPA® Underpinning Values and Philosophy:

The philosophy of all training courses is rooted in positively supporting people who are anxious, upset and displaying risky behaviours so that we can maintain the **Care, Welfare, Safety and Security** of everyone involved.

- **Care** - Demonstrating respect, dignity, and empathy; providing support in a non-judgemental and person-centred way
- **Welfare** - Providing emotional and physical support; acting in the persons best interests promoting independence, choice and well-being
- **Safety** - Protecting rights, safeguarding, reducing or managing risk to minimise injury or harm
- **Security** - Maintaining safe, effective, harmonious, and therapeutic relationships

The programmes contain a physical skill element where staff learn to keep themselves and others safe from injury. These skills include **Disengagement Skills** (to gain a release) or **Holding Skills** (holding to minimise harm). **These physical skills are taught in the context of being the last resort, least restrictive and proportionate to the level of risk.**

## MAPA® Training Courses available through Joint Training

1. **Personal safety at work**—This one day course aimed is at staff in customer facing roles. Aims of this course are to enable staff members to respond to difficult work situations safely and effectively. This course includes disengagement skills.
2. **Providing Safe Care**— This is a one day course aimed at staff who provide direct care services where there is a low level of risk. The course includes disengagement skills.
3. **MAPA® Foundation Programme**— This two day course is aimed at direct support staff who work in services where there is the potential for higher risk behaviours. The course includes both disengagement and holding skills.
4. **MAPA® Advanced Physical Skills**— This is a one day course and builds on the Foundation Course and is suitable for direct support staff supporting individuals whose behaviour may be more unpredictable or higher risk.
5. **Dementia Capable Care Behaviours**—This is a two day course aimed at staff who work in Dementia specific services. The course is focussed on an 'abilities based approach' and aims to give staff the skills and confidence in dealing with behavioural challenges presented by individuals with Dementia. This includes low level Disengagement and Holding Skills.
6. **Bespoke MAPA® training**— As a team we can help provide bespoke solutions to specific issues that may arise in a service. Here we fit the MAPA® philosophy, skills and values around a specific issue, individual or environment helping find solutions in a way that keeps everyone safe.

**All courses are facilitated by MAPA® Certified trainers and come with a workbook to easily support learning. Courses are refreshed on an annual basis.**