



Easy read

PMVA TRAINING SERVICE USER GUIDE

Updated October 2022



This information leaflet is about what we train the staff who look after you on how they may support you when you are distressed.

Who we are:

Our business is called KaOM. We train staff on how to prevent and manage violence and aggression, while working with and supporting service users. Prevention and Management of Violence and Aggression. In short it is called PMVA.

Who does the training:

We have staff that have received special training in and who have experience working with people who need support with their mental and physical health needs. We follow a training program by the General Services Association who set the guidelines for training.

Who we train:

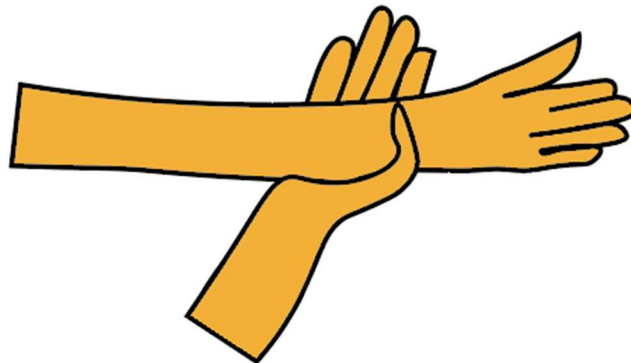
We train staff who work in health and social care. These staff include support workers, registered nurses, doctors, domestic and administration staff.

What is included in the training:

- We train staff to respect your human rights whilst encouraging you to receive safe care.
- Staff are trained to get to know you, your needs, wishes and preferences. They need to know:
 - ✓ what helps you remain calm and well
 - ✓ how you react to stressful things
 - ✓ how you want staff to help you during those times
 - ✓ how you would prefer to be cared for if the use of force is needed. This is only done as a last resort when all other ways to support you have failed.

- We train staff to assist you in your moments of distress by finding ways to support you and avoid the use of force. Hopefully this will improve the quality of your life. Sometimes issues may arise that make it difficult to support you. If necessary with no other way, we train staff to do so within the law and with dignity.
- Staff will always work with you to avoid this happening, but sometimes it might be necessary to keep you or those around you safe from harm. Staff are trained the following when the use of force is necessary:

Physical Restraint



This is any time a staff member puts their hands on you to take control of your movement. This is when staff use their hands to limit or stop your movements.

This is to stop you from harming others, yourself or help to give you medication. Staff will be talking to you throughout to support you.

You may be standing, seated or on the floor.

Seclusion



You may be left in a special room where staff care for you from outside the room. The room does not have many things inside it. The room is a safe place for service users experiencing extreme distress that may be a risk to that person or others who are around them.

Ways to help with distress such as playing relaxing music may be used by staff. Different nurses and doctors will come to talk to you to find ways of safely getting you out.

Rapid tranquilisation

You may be held to have a prescribed injection to calm you down. Staff are trained to do this while maintaining your privacy and dignity.

Safety pod



A safety pod is a large bag that can be used if available instead of floor or unsafe seats. All of these restraint methods are to keep you and other people safe.

Debrief

We train staff on the importance of doing a debrief after an incident. When force is used on you, staff must write down the details about the episode and note down what caused the episode of distress and what helped to make things better. This is important so that staff can learn from it to help reduce the need for use of force in the future.

Involving others

A calm and safe environment is important for both yourself and the staff. Aggression towards anyone is illegal and will be treated as such. There may be times when staff may need to involve the police.

Complaints

If you are not happy with how staff have used force on you, you can challenge these decisions if you think they are wrong. We train staff to listen to your complaints and take them seriously. You can complain to a senior member of staff or people paying for your treatment. Please tell staff what works well on you and they will listen and keep you safe.

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