

## Unisafe Level Two – Physical de-escalation skills

Target Group - ACS Provider Services - Medium Risk Environments

### Two-day event

#### Pre-course Requisites:

Delegates need to have booked on or have attended Level one (Theory).

#### Pre-Course Preparation:

“Health Declaration & Training Conditions” (will be sent with joining instructions), please complete and bring along on the first day of training.

#### Aims and Objectives:

This course will enable delegates to improve the personal safety of all in the workplace. It will help delegates to identify duties and responsibilities as well as the options open to you when dealing with difficult or challenging behaviour. It will allow the delegates to select the most appropriate intervention in response to the individual situation. The delegates will be assessed to ensure a suitable degree of competency is reached.

By the end of the course, participants should be able to:

- Demonstrate an understanding of aggressive and violent behaviour
- Identify aspects of the law relating to physical interventions
- Have an understanding of the risk management process
- Identify your own responsibilities, policies and procedures and those of your employers
- Recognise signs of behaviour escalation
- Demonstrate effective selection of the appropriate option to de-escalate a difficult situation
- Display a required degree of competence when using a physical intervention.

| Further Information   |             |             |  |
|---|-------------|-------------|--|
| Course Dates:   | Times:      | Course Ref: | Venue:                                       |
| 09-Mar-11 &<br>16-Mar-11  | 09:30-16:30 | USP 36.10   | Lowestoft Community Church, <i>Lowestoft</i> |
| Important Booking Information   |             |             |  |
| Access: <b>This course carries no charge for all Adult &amp; Community Care staff.</b><br>Maximum delegate numbers: <b>16</b><br>To book your place on an event, please send a completed Unisafe Application using one of the following methods:<br>Email: <a href="mailto:unisafe@csduk.com">unisafe@csduk.com</a><br>Tel: 01473 265550<br>Fax: 01473 253660<br>Post: HR Learning & Development, Customer Service Direct, Constantine House, 5 Constantine Road, Ipswich, IP1 2DH<br>To download our application form, please visit our website: <a href="http://www.suffolk.gov.uk/unisafe">http://www.suffolk.gov.uk/unisafe</a> |             |             |  |