

Dear Course Member,

This introduction letter and attached health questionnaire hopes to answer most of your questions. Please do have a word with the course tutors with regard to any outstanding issues or concerns.

Providing training for staff in a gradual, graded range of behaviour supports & interventions, there are now over 4, 000 Team-Teach Tutors registered in the U.K, having taught between them over 500, 000 people principally across a wide range of care / education & health service settings , promoting a multi-disciplinary approach between Education, Social Services and Health Care Trusts.

- Team-Teach training has evolved from a residential care, education & health background of working with children and young people across the age ranges, with a variety of emotional, social, behavioural, learning and medical needs.
- Team-Teach employs a whole staff holistic approach with a follow up post repair, reflect & debrief response for both staff and service users concerned.
- Emphasis being on “calm” communication and defusing skills that work best for the specific individual concerned, acknowledged within the care, behaviour or education plans.
- Physical responses are underpinned by values and principles that fit within a culture and ethos of positive educative care. There is an emphasis on individual human rights, responsibilities, choices and consequences.
- Strategies are flexible and yet robust enough to made us all feel free from fear, safe from harm.
- Standing and seated holding positions are preferred to ground holds.
- Ground recovery holds are taught as a last resort and to be used only in the most exceptional of circumstances. The higher risk strategies are delivered by Advanced Team-Teach tutors and taught to staff that have completed the “Basic” 12 hour course.
- The key message being that 95% OR MORE of all incidents should be managed without recourse to physical interventions.
- Following training there should be a decrease in the amount of incidents involving the use of physical interventions. The emphasis is on protecting and promoting positive relationships between service providers and users.

Accreditation, Support & Recognition.

Team - Teach training wins (October 5th, 2006.) the highest level of award in the U.K - a National Training Award - A recognition of the best that training and development can achieve. Judges described the training materials as effective. They were impressed by the support infrastructure and the robust quality control and assurance processes. All courses are accredited by the British Institute of Learning Disabilities.

Quality Control & Assurance:

With 4, 000+ instructors in the U.K quality control and assurance is a key issue. Qualified Team-Teach tutors receive a Visual Record via their Tutor CD Rom of all preferred positive handling techniques. Also, the “Let’s Share “ Area of the Team Teach web site allows participants with a valid certificate code to access a visual record of what was taught on their course.

Team-Teach tutors have to notify the Director of Team-Teach at least four weeks in advance of whole staff training dates. A core standardised curriculum, a part of our 6 & 12 hour programmes helps ensure a consistently high level of quality training delivered through out the UK. Following training, a summary evaluation report must be returned to The Director of Team-Teach Ltd and the Service Manager within 28 working days.

Policy, Procedure and Paperwork:

Team-Teach stresses the importance of documentation that underpins and supports the process and people involved including: Policy (Local & Corporate), preferred de-escalation strategies, behaviour plans involving positive handling, incident reports, risk assessment forms, concerns and complaints forms, recording, monitoring, evaluating

“Good Practice” examples of the above are provided via the “Let’s share” area of the Team-Teach web site, so that authorities/service settings can evolve them specifically for their own needs.

Training Options:

In terms of training options, Team-Teach provides: A 6 hour Foundation Course (Low risk). A 12 hour Basic course (Medium risk). Advanced Modules (High risk). The preferred training model is for all staff within medium risk Education, Care and Health service settings to undertake a minimum of a 2-day basic course (12 hours)

Additional Benefits available to registered Team-Teach tutors will include:

A supportive framework for tutors & Local Authorities including rigorous quality control and assurance procedures (Random sampling, summary evaluation form, course members record of completion and random sampling form, post practice questionnaire)

Access to a 24-hour telephone help line and expert witness support if faced with litigation.

Web site with updated News, courses (Tutor and re-accreditation) available and access to “good practice” materials, written guidelines / policies available on the Web site (Within tutors restricted page – password / username required)

Access to a UK Network of over 4, 000 registered tutors (committed to sharing “good practice”, including reciprocal visits) listed on the Website

Tutors CD Rom, Training Manual, pens and “Badge of Office” Key Team teach expressions and activities for the staff room designed to raise and maintain the profile of the training.

Theory course booklet and Certificates including standardised health questionnaire, course joining instructions, course evaluation form, "Foundation" and "Basic" PowerPoint presentations programmes to go with 6 and 12-hour course outlines.

Availability of tutor peer supervision providing support for training and related issues. Awarding of "gold" standard certification for service settings achieving gold standard criteria.

Our aim is to work together to safeguard people & services, striving towards restraint free environments where all individuals are free from fear and safe from harm; where we can all grow, evolve, learn and achieve within the limits of our potential.

I hope you find the training both useful and enjoyable. It is a first step, following training the challenge will be to maintain and refresh the knowledge, skills and understanding gained.

Yours faithfully,

George Matthews

(Director / Founder Team-Teach Ltd)
Churchill Fellow 1996



Registered Limited Company No: 03770582 VAT No: 753 5053 39
Tudbridge Gate, Twyford Lane, Birch Grove, W.Sussex RH17 7DH
Tele: 01825 740778 Mobile 0772 01 06 522 www.team-teach.co.uk