

The Oaklea Trust

Introduction

This case study of The Oaklea Trust is based on an April 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“CPI and the philosophy of the MAPA® program have helped to influence risk assessments which have, in turn, helped to reduce the need for breakaway techniques and holds. This has improved the quality of life of our customers and the confidence and competence of our staff.”

“CPI improved staff de-escalation skills, improved overall safety and has become ingrained in our training.”

“I find them to be a supportive company with excellent training materials. Other Instructors have always been very helpful whenever I have rung to enquire over something.”

Challenges

- Sought CPI training to:
 - Reduce workplace violence rate
 - Improve organizational culture
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Organization Profile

Organization:
The Oaklea Trust

Industry:
Non-profit

Environment

- Categorizes their mental health organization / environment as Supported Living and Adult Care Homes

About Crisis Prevention Institute

CPI is a standard-setting resource for organizations that serve society's most vulnerable. Their proven model for staff training and personalized support empowers professionals who strive to sustain true cultures of compassion.

Learn More:

[Crisis Prevention Institute](#)

Results

- Agrees that the enhanced content has helped them, their staff and their organization.
- Achieved return on investment with CPI by:
 - Meeting regulatory compliance
 - Reducing injuries
 - Improving staff skills and confidence