

Shetland Islands Council

Introduction

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

“CPI is a highly effective training provider, but also the management are very passionate about customer Care, Welfare, Safety, and SecuritySM.”

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

“We are currently using the CPI Crisis Development ModelSM as a foundation for writing any behaviour support plans.”

Challenges

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

Environment

- Categorizes their mental health organization / environment as Supported Living Service Adults with Learning Disabilities

Results

- Reduced challenging/disruptive behaviors by over 50% since implementing CPI de-escalation techniques.
- Decreased the use of physical restraints and seclusions by 50–74% since implementing CPI Training.
- Agrees that the enhanced content has helped them, their staff and their organization.
- Achieved return on investment with CPI by:
 - Reducing injuries
 - Reducing staff turnover
 - Improving staff skills and confidence

Organization Profile

Organization:
Shetland Islands Council

Organization Size:
State & Local

Industry:
Government

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](#)