

South Eastern Health and Social Care Trust

Introduction

This case study of South Eastern Health and Social Care Trust is based on an April 2017 survey of Crisis Prevention Institute customers by TechValidate, a 3rd-party research service.



“I believe in MAPA® and the effectiveness of the skills and knowledge imparted.”

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

“Training has helped develop skills and knowledge regarding the management of risk situations.”

Challenges

- Sought CPI training to:
 - Meet regulatory compliance
 - 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 community health.

Results

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

Organization Profile

Organization:
South Eastern Health and Social Care Trust

Industry:
Foundation

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](#)