

# Belfast Trust

## Introduction

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



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

“Staff are more likely to engage in de-escalation skills where appropriate rather than implementing physical interventions. Last year we had the least amount of physical interventions within the trust. ”

## Challenges

The business challenges that led the profiled organisation to evaluate and ultimately select Crisis Prevention Institute:

- Sought CPI training because of the following:
  - Reduce workplace violence rate
  - Improve staff confidence in working with challenging clients
  - Improve staff skills in managing behaviors

## Use Case

The key features and functionalities of Crisis Prevention Institute that the surveyed organisation uses:

- Categorizes their organisation / environment as forensic.

## Results

The surveyed organisation achieved the following results with Crisis Prevention Institute:

- Reduced challenging/disruptive behaviors by 40–49% 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 organisation.
- Achieved return on investment with CPI by:
  - Reducing injuries
  - Improving staff skills and confidence

### Organization Profile

Organization:  
\*Belfast 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](#)