

London Borough of Merton

Introduction

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



“Staff are more confident in dealing with challenging risky behaviour, and the emphasis on staff understanding and acknowledging self and how this impacts outcomes has been a positive shift in the delivery model.”

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

Challenges

- Sought CPI training to:
 - Meet regulatory compliance
 - Improve staff confidence in working with challenging clients
 - Improve staff skills in managing behaviors

Environment

- Categorizes their mental health organization / environment as Local Authority Children’s Services

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:
 - Meeting regulatory compliance
 - Improving staff skills and confidence

Organization Profile

Organization:
London Borough of Merton

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](#)